

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
441754	JETTA	2008	3VWRJ71K68M [REDACTED]	9910	3885	04/16/2009	USA

Workshop Finding

JERKS WHILE DRIVING P0441

Activity Date	Activity Time	Activity Comments
04/16/2009	10:35	ISSUE OPENED BY DEALERSHIP
04/16/2009	10:35	VEHICLE HAS A LURCH OFF THE LINE AT LOW RPM. NO CHECK ENGINE LIGHT ON P0441 SET IN MEMORY. CUSTOMER STATES WORSE AT A DEAD STOP AND GOING UP HILL LIKE HIS DRIVEWAY. TEST DROVE VEHICLE AND IT GO'S UPHILL FROM A DEAD STOP FINE AT THIS TIME BUT THERE IS A HESTATION AT VERY LOW SPEEDS. BREATHER VALVE ASSEMBLY OFF OF VALVE COVER HAS BEEN REPLACED WITH NO CHANGE IN OPERATION.
04/16/2009	10:39	CUSTOMER COMMENTS: VEHICLE HAS A LURCH OFF THE LINE AT LOW RPM. NO CHECK ENGINE LIGHT ON P0441 SET IN MEMORY. CUSTOMER STATES WORSE AT A DEAD STOP AND GOING UP HILL LIKE HIS DRIVEWAY. TEST DROVE VEHICLE AND IT GO'S UPHILL FROM A DEAD STOP FINE AT THIS TIME BUT THERE IS A HESTATION AT VERY LOW SPEEDS. BREATHER VALVE ASSEMBLY OFF OF VALVE COVER HAS BEEN REPLACED WITH NO CHANGE IN OPERATION.
04/16/2009	10:39	PLEASE GET MVB 54 IN 02
04/16/2009	10:39	WORKSHOP FINDINGS: JERKS WHILE DRIVING P0441
04/16/2009	10:46	J08, REPLACE THE MECHATRONICS FLUID AND FILTER SET BASIC SETTINGS AFTER REPAIRS
04/16/2009	10:59	ORDERED PARTS FOR REPAIR.
04/16/2009	12:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/16/2009	12:25	ISSUE UPDATED

Consultant's Closing Comments

J08, REPLACE THE MECHATRONICS FLUID AND FILTER SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
441793	JETTA	2008	3VWRJ71K48M [REDACTED]	10618	3885	04/16/2009	USA

Workshop Finding

TEST DROVE TO VERIFY CONCERN. SHIFTS SOON AND JERKY, ALSO NOTICED HARSH 3-2 DOWNSHIFT. PERFORMED BASIC SETTINGS WITH GFF AND VSD BASIC SETTINGS 61,60. TEST DROVE, NO CHANGE. CHECKED FLUID LEVEL. OK. PLEASE ADVISE ON MECHATRONICS UNIT REPLACEMENT. THANKS

Activity Date	Activity Time	Activity Comments
04/16/2009	11:18	CUSTOMER STATES THAT THE TRANS JERKS WHEN ACCELERATING FROM A STOP. TEST DROVE TO VERIFY CONCERN. SHIFTS SOON AND JERKY, ALSO NOTICED HARSH 3-2 DOWNSHIFT. PERFORMED BASIC SETTINGS WITH GFF AND VSD BASIC SETTINGS 61,60. TEST DROVE, NO CHANGE. CHECKED FLUID LEVEL. OK. PLEASE ADVISE ON MECHATRONICS UNIT REPLACEMENT. THANKS
04/16/2009	11:18	ISSUE OPENED BY DEALERSHIP
04/16/2009	11:23	ADVISED TECH TO SEE IF CONCERN IS PRESENT IN REVERSE, ALSO CHECK MVB 54 IN TCM, UPDATE VTA WITH RESULTS AND CALL BACK.
04/16/2009	11:23	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE TRANS JERKS WHEN ACCELERATING FROM A STOP.
04/16/2009	11:23	WORKSHOP FINDINGS: TEST DROVE TO VERIFY CONCERN. SHIFTS SOON AND JERKY, ALSO NOTICED HARSH 3-2 DOWNSHIFT. PERFORMED BASIC SETTINGS WITH GFF AND VSD BASIC SETTINGS 61,60. TEST DROVE, NO CHANGE. CHECKED FLUID LEVEL. OK. PLEASE ADVISE ON MECHATRONICS UNIT REPLACEMENT. THANKS
04/16/2009	11:32	TEST DROVE, NO CONCERN IN REVERSE. MVB 54 J13J0308
04/16/2009	11:39	ADVISE RTECH TO REPLACE MECHATRONICS , FLUID FILTER AND BOLTS.
04/17/2009	10:08	PARTS ARE ORDERED. THANKS FOR YOUR HELP.
04/17/2009	13:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	13:21	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
441801	RABBIT	2008	WVWKC71KX8W [REDACTED]	10116	3885	04/16/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/16/2009	11:22	ISSUE OPENED BY DEALERSHIP
04/16/2009	11:22	VEHICLE'S TRANSMISSION HESITATES (HAS WAVY) START UP FROM THE STOP.SHIFTING INTO REVERSE AFTER ROAD TEST RESULTED IN PRETTY HEAVY CLUNK FROM TRANS.
04/16/2009	11:23	CUSTOMER COMMENTS: VEHICLE'S TRANSMISSION HESITATES (HAS WAVY) START UP FROM THE STOP.SHIFTING INTO REVERSE AFTER ROAD TEST RESULTED IN PRETTY HEAVY CLUNK FROM TRANS.
04/16/2009	11:23	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
04/22/2009	18:10	PART HAS BEEN ORDERED
04/22/2009	19:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2009	19:06	ISSUE UPDATED

Consultant's Closing Comments

PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
441857	JETTA	2008	3VWRJ71K58M [REDACTED]	8940	3885	04/16/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/16/2009	12:11	CUSTOMER STATES TRANS JERKS WHEN YOU LET YOUR FOOT OF THE GAS PEDAL AND LET IT COAST IT WILL USUALLY STALL
04/16/2009	12:11	ISSUE OPENED BY DEALERSHIP
04/16/2009	12:18	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS WHEN YOU LET YOUR FOOT OF THE GAS PEDAL AND LET IT COAST IT WILL USUALLY STALL
04/16/2009	12:18	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY IN 61 AND 60 AND PERFORM ROAD TEST FOR 15 MILES AND IF THE PROBLEM IS STILL PRESENT WRITE DOWN THE NUMBERS IN MVB 54 AND 64 IN TRANS AND CALL BACK WITH THE RESULTS. IF THE BASIC CORRECT THE ISSUE RETURN THE VEHICLE BACK TO THE CUSTOMER.
04/16/2009	13:19	READ MVB 54=J11Q0298,64=0,0 AFTER DRIVE OF 13 MILES
04/16/2009	13:27	AFTER REVIEWING MVB 54 AND TECH STATED VEHICLE SHUDDERS ON ACCEL ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW, IF FLUID CONTAMINATION IS FOUND OR EXCESSIVE METAL DEBRIS IS FOUND PLEASE STOP AND CALL BACK. CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/16/2009	13:36	TECH ORDERED PARTS
04/16/2009	14:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/16/2009	14:09	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
441902	EOS	2008	WVWFA71FX8V [REDACTED]	4606	3885	04/16/2009	USA

Workshop Finding

SHE HAS COMPLAINED ABOUT IT BEFORE. I DID GGF AND CKED FOR BULL. SOFTWARE IN TRANS 1402 DID NOT PREFORM BASIC YET.

Activity Date	Activity Time	Activity Comments
04/16/2009	13:08	CUST STATES CAR LARCHES FORWARD WHEN EXCELLERATING. HOT OF COLD. SHE HAS COMPLAINED ABOUT IT BEFORE. I DID GGF AND CKED FOR BULL. SOFTWARE IN TRANS 1402 DID NOT PREFORM BASIC YET
04/16/2009	13:08	ISSUE OPENED BY DEALERSHIP
04/16/2009	13:16	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT VTA. MVB 54 H48 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/16/2009	13:16	CUSTOMER COMMENTS: CUST STATES CAR LARCHES FORWARD WHEN EXCELLERATING. HOT OF COLD.
04/16/2009	13:16	WORKSHOP FINDINGS: SHE HAS COMPLAINED ABOUT IT BEFORE. I DID GGF AND CKED FOR BULL. SOFTWARE IN TRANS 1402 DID NOT PREFORM BASIC YET.
04/16/2009	13:56	PARTS HAVE BEEN ORDERED THANKS YOU YOUR HELP.....IT WILL BE A GOOD CSI CALL!!
04/16/2009	14:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/16/2009	14:20	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442000	RABBIT	2008	WVWFV71K48W	8553	3885	04/16/2009	USA

Workshop Finding

TECH: ROAD TESTED VEHICLE AND DUPLICATED THE CONCERN VEHICLE TENDS TO JERK FROM STOP, SAME JERKING MOTION WHEN REVERSE... CHECK FLUID LEVEL, LEVEL IS OK, CHECKED FOR ANY DAMAGES, NO DAMMAGES WHERE FOUND, CHECK FOR CODES, NO CODES WHERE FOUND...MVB 54 H26

Activity Date	Activity Time	Activity Comments
04/16/2009	15:11	CUST STATES WHEN TAKING OFF WAS SMOOTH BEFORE NOW JERKS... TECH: ROAD TESTED VEHICLE AND DUPLICATED THE CONCERN VEHICLE TENDS TO JERK FROM STOP, SAME JERKING MOTION WHEN REVERSE... CHECK FLUID LEVEL, LEVEL IS OK, CHECKED FOR ANY DAMAGES, NO DAMMAGES WHERE FOUND, CHECK FOR CODES, NO CODES WHERE FOUND...
04/16/2009	15:11	ISSUE OPENED BY DEALERSHIP
04/16/2009	15:26	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. MVB 54 H26. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/16/2009	15:26	CUSTOMER COMMENTS: CUST STATES WHEN TAKING OFF WAS SMOOTH BEFORE NOW JERKS.
04/16/2009	15:26	WORKSHOP FINDINGS: TECH: ROAD TESTED VEHICLE AND DUPLICATED THE CONCERN VEHICLE TENDS TO JERK FROM STOP, SAME JERKING MOTION WHEN REVERSE... CHECK FLUID LEVEL, LEVEL IS OK, CHECKED FOR ANY DAMAGES, NO DAMMAGES WHERE FOUND, CHECK FOR CODES, NO CODES WHERE FOUND...MVB 54 H26
04/16/2009	17:31	MECHATRONIC UNIT ORDERED...
04/17/2009	07:41	THANKS FOR THE UPDATE. PLEASE CLOSE OUT VTA AND RELEASE VEHICLE TO CUSTOMER UNTILL MECH UNIT ARRIVES.
04/22/2009	13:25	WAITING FOR PARTS TO ARRIVE..
04/22/2009	21:04	THANKS FOR THE UPDATE.
04/23/2009	13:48	SPOKE WITH DON IN VW SERVICE STATED WATING ON PARTS P2
04/23/2009	17:50	STILL WAITING FOR PARTS
04/23/2009	21:42	THANKS FOR THE UPDATE.
04/27/2009	18:37	STILL WAITING FOR PARTS
04/28/2009	07:47	THANKS FOR THE UPDATE.
04/29/2009	12:17	STILL WAITING FOR PARTS
04/29/2009	12:26	STILL WAITING FOR PARTS... CLOSING VTA AND RE-OPENING VTA WHEN VEHICLE AND PARTS ARRIVE
04/29/2009	15:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2009	15:00	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442009	EOS	2008	WVWBA71F58V [REDACTED]	12554	3885	04/16/2009	USA

Workshop Finding
DSG TRANS SURGES OR LURCHES ON ACCEL,

Activity Date	Activity Time	Activity Comments
04/16/2009	15:20	DSG TRANS SURGES OR LURCHES ON ACCEL, MBV #54= H19M0535
04/16/2009	15:20	ISSUE OPENED BY DEALERSHIP
04/16/2009	15:28	CUSTOMER COMMENTS: DSG TRANS SURGES OR LURCHES ON ACCEL, MBV #54= H19M0535
04/16/2009	15:28	REPLACE MECHATRONCIS, FLUID, FILTER SET BASIC SETTING AFTER REPAIRS
04/16/2009	15:28	WORKSHOP FINDINGS: DSG TRANS SURGES OR LURCHES ON ACCEL,
04/16/2009	15:36	PARTS ON RED ORDER, THANK YOU
04/16/2009	16:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/16/2009	16:27	ISSUE UPDATED

Consultant's Closing Comments
: REPLACE MECHATRONCIS, FLUID, FILTER SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442010	JETTA	2009	3VWTL71K89M [REDACTED]	4798	3885	04/16/2009	USA

Workshop Finding

I TEST DROVE AND IT HAD A VERY HARD SHIFT INTO SECOND. I RAN THE GUIDED TEST PLAN TO CHECK THE VALVES PRESSURE AND AMPERAGE AND IT CHANGED AS IT WAS SUPPOSED TO SO I CLEARED THE CODE AND IT HAS NOT RETURNED AND IT IS DRIVING NORMALLY NOW

Activity Date	Activity Time	Activity Comments
04/16/2009	15:22	CUSTOMER STARTED CAR TODAY AND THE CHECK ENGINE LIGHT CAME ON AND THE GEAR INDICATOR WAS FLASHING AND IT WOULD NOT SHIFT OUT OF 1ST. HE HAD IT TOWED HERE AND I RAN GFF AND FOUND A P1820 PRESSURE CONTROL VALVE 2 FOR AUTO TRANS N216 SHORT CIRCUIT TO B+. I TEST DROVE AND IT HAD A VERY HARD SHIFT INTO SECOND. I RAN THE GUIDED TEST PLAN TO CHECK THE VALVES PRESSURE AND AMPERAGE AND IT CHANGED AS IT WAS SUPPOSED TO SO I CLEARED THE CODE AND IT HAS NOT RETURNED AND IT IS DRIVING NORMALLY NOW
04/16/2009	15:22	ISSUE OPENED BY DEALERSHIP
04/16/2009	16:07	ADVISED TO ROAD TEST VEHICLE 20 MILES IF FAULT RETURNS REPLACE MECHANTRONICS UNIT. IF FAULT DOES NOT RETURN RELEASE VEHICLE.
04/16/2009	16:07	CUSTOMER COMMENTS: CUSTOMER STARTED CAR TODAY AND THE CHECK ENGINE LIGHT CAME ON AND THE GEAR INDICATOR WAS FLASHING AND IT WOULD NOT SHIFT OUT OF 1ST. HE HAD IT TOWED HERE AND I RAN GFF AND FOUND A P1820 PRESSURE CONTROL VALVE 2 FOR AUTO TRANS N216 SHORT CIRCUIT TO B+.
04/16/2009	16:07	ISSUE UPDATED
04/16/2009	16:07	WORKSHOP FINDINGS: I TEST DROVE AND IT HAD A VERY HARD SHIFT INTO SECOND. I RAN THE GUIDED TEST PLAN TO CHECK THE VALVES PRESSURE AND AMPERAGE AND IT CHANGED AS IT WAS SUPPOSED TO SO I CLEARED THE CODE AND IT HAS NOT RETURNED AND IT IS DRIVING NORMALLY NOW
04/16/2009	17:59	TEST DROVE AND CODES AND DRIVABILITY PROBLEMS CAME BACK SO I ORDERED A NEW MECHATRONICS UNIT I WILL CALL BACK IF I HAVE ANY MORE PROBLEMS THANKS FOR THE HELP
04/17/2009	08:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	08:03	ISSUE UPDATED

Consultant's Closing Comments

D1 TEST DROVE AND CODES AND DRIVEABILITY PROBLEMS CAME BACK SO I ORDERED A NEW MECHATRONICS UNIT I WILL CALL BACK IF I HAVE ANY MORE PROBLEMS THANKS FOR THE HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442131	EOS	2008	WVWBA71F38V [REDACTED]	10953	3885	04/16/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11.

Activity Date	Activity Time	Activity Comments
04/16/2009	17:55	APRIL 16 (RO 253976). THIS EOS HAS A JERKY JOLTY ACCELERATION INTERMITTENT, BUT OFTEN. I VERIFIED THIS. SEE ATTACHED GFF NO FAULT, AND ATTACHED VSS OF TRANS NVB 54 (J11). I BELIEVE THIS COULD BE DUE TO MECHATRONICS SOFTWARE? THANKS.
04/16/2009	17:55	ISSUE OPENED BY DEALERSHIP
04/16/2009	17:59	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
04/16/2009	17:59	CUSTOMER COMMENTS: APRIL 16 (RO 253976). THIS EOS HAS A JERKY JOLTY ACCELERATION INTERMITTENT, BUT OFTEN. I VERIFIED THIS. SEE ATTACHED GFF NO FAULT, AND ATTACHED VSS OF TRANS NVB 54 (J11). I BELIEVE THIS COULD BE DUE TO MECHATRONICS SOFTWARE? THANKS.
04/16/2009	17:59	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J11.
04/16/2009	18:09	APRIL 16 I ACKNOWLEDGE TO REPLACE MECH, BOLTS, FLUID. SINCE CAR WILL DRIVE UNTIL PARTS ARRIVE I AM CLOSING, THANKS.
04/17/2009	16:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	16:24	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442190	JETTA	2008	3VWRJ71K48M	18874	3885	04/17/2009	USA

Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
04/17/2009	09:20	CUSTOMER HAS 3 CONCERNS---CUSTOMER STATES WHEN ACCELERATING FEELS LIKE IT HAS NO POWER-----CUSTOMER STATES THEY HEAR A CLUNK WHEN LETTING FOOT OFF BRAKE AT STOPS AND FEELS LIKE IT IS GOING TO DIE ENGINE "BOGGS" DOWN----CUSTOMER STATES WHEN IN REVERSE IT DOSN'T WANT TO GO SOMETIMES WON'T MOVE AT ALL----- INSPECTED UNDERBODY OF VEHICLE CHECKED MOTOR/TRANS MOUNTS, OK--NO DAMAGE PRESENT EITHER....I SCANNED THE VEHICLE WHEN IT CAME IN AND NOTED N0 FAULT CODES THAT PERTAINED TO THE CUSTOMERS CONCERN. NO FAULTS IN ENGINE OR TRANS. I HAVE DRIVEN THE CAR ON AND OFF AND I STILL DO NOT BELIEVE THERE TO BE A PROBLEM, FEELS NORMAL TO ME. LAST TIME THE VEHICLE CAME IN WAS 04/02/09-THE CHECK ENGINE LAMP WAS ON AND THERE WERE FAULT CODES FOR THE INTAKE MANIFOLD FLAP MOTOR FAULTY INTERNALLY AND IT WAS REPLACED--PERFORMED ALL BASIC SETTINGS AFTER REPLACMENT AND READAPTED THROTTLE--CUSTOMER BROUGHT THE CAR BACK AND SAYS ITS THE SAME AS IT WAS BEFORE THE REPAIR. I HAVE BEEN UNABLE TO DUPLICATE ANY OF THESE CONCERNS AT THIS TIME, I REROAD TESTED THE VEHICLE THIS MORNING AND BROUGHT IT BACK INTO THE SHOP AND RESCANNED IT AND THERE ARE STILL NO FAULT CODES... HOWEVER THE SERVICE ADVISOR WHO IS THE EX SHOP FOREMAN WENT FOR A RIDE WITH THE CUSTOMER AND SUPOSEDLY GOT IT TO HAPPEN OR FEEL IT, HE EXPLAINED IT TO ME AND HE SAID THAT HE BELIEVES IT TO BE MORE IN THE TRANSMISSION RATHER THAN THE ENGINE HE DESCRIBES IT AS IT FEELS LIKE SOMEONE IS DUMPING THE CLUTCH AND SAYS THAT WHEN YOU HAVE YOUR FOOT ON THE BRAKE ENGINE FEELS LIKE IT IS GOING TO DIE OUT--- CAR HAS O2M DSG TRANS IN IT, I WAS INSTRUCTED THIS MORNING TO CHECK THE FLUID LEVEL INSIDE THE DSG TRANS---PERFORMED ACCORDING TO TEST PLAN---NOTED THAT THE TRANSMISSION WAS VERY SLIGHTLY OVERFILLED, TOOK FLUID SAMPLE---FLUID IS CLEAN/CLEAR--NO METAL OR DEBRIS IN IT...I HAVE BEEN OFF WORK THE PAST 2 DAYS AND 2 OTHER TECHS DROVE THE VEHICLE AND THEY SAID THAT THEY THINK THERE MAY BE A PROBLEM BUT THEY ARE NOT SURE EITHER. I ALSO PULLED THE TOP ENGINE COVER AND RECHECKED THE PREVIOUS REPAIR OF THE INTAKE MANIFOLD FLAP MOTOR CHECKED ALL CONNECTIONS/CONNECTORS, CHECKED ALL VACCUM LINES OK---WAS STILL UNABLE TO LOCATE A PROBLEM, ENGINE FEELS LIKE IT HAS SUFFICIENT POWER AND TRANS SEEMS TO BE SHIFTING PROPERLY AT THIS TIME. SERVICE ADVISOR AND CUSTOMER ARE VERY CONCERNED ABOUT THIS PROBLEM HOWEVER DIAGNOSIS IS INCONCLUSIVE, I WAS REQUESTED TO CREATE A VTA TICKET AND SEE WHAT YOUR INPUT IS ON THIS SITUATION...THANKS
04/17/2009	09:20	ISSUE OPENED BY DEALERSHIP
04/17/2009	09:28	CUSTOMER COMMENTS: CUSTOMER HAS 3 CONCERNS---CUSTOMER STATES WHEN ACCELERATING FEELS LIKE IT HAS NO POWER-----CUSTOMER STATES THEY HEAR A CLUNK WHEN LETTING FOOT OFF BRAKE AT STOPS AND FEELS LIKE IT IS GOING TO DIE ENGINE "BOGGS" DOWN----CUSTOMER STATES WHEN IN REVERSE IT DOSN'T WANT TO GO SOMETIMES WON'T MOVE AT ALL----- INSPECTED UNDERBODY OF VEHICLE CHECKED MOTOR/TRANS MOUNTS, OK--NO DAMAGE PRESENT EITHER....I SCANNED THE VEHICLE WHEN IT CAME IN AND NOTED N0 FAULT CODES THAT PERTAINED TO THE CUSTOMERS CONCERN. NO FAULTS IN ENGINE OR TRANS. I HAVE DRIVEN THE CAR ON AND OFF AND I STILL DO NOT BELIEVE THERE TO BE A PROBLEM, FEELS NORMAL TO ME. LAST TIME THE VEHICLE CAME IN WAS 04/02/09-THE CHECK ENGINE LAMP WAS ON AND THERE WERE FAULT CODES FOR THE INTAKE MANIFOLD FLAP MOTOR FAULTY INTERNALLY AND IT WAS REPLACED--PERFORMED ALL BASIC SETTINGS AFTER REPLACMENT AND READAPTED THROTTLE--CUSTOMER BROUGHT THE CAR BACK AND SAYS ITS THE SAME AS IT WAS BEFORE THE REPAIR. I HAVE BEEN UNABLE TO DUPLICATE ANY OF THESE CONCERNS AT THIS TIME, I REROAD TESTED THE VEHICLE THIS MORNING AND BROUGHT IT BACK INTO THE SHOP AND RESCANNED IT AND THERE ARE STILL NO FAULT CODES... HOWEVER THE SERVICE ADVISOR WHO IS THE EX SHOP FOREMAN WENT FOR A RIDE WITH THE CUSTOMER AND SUPOSEDLY GOT IT TO HAPPEN OR FEEL IT, HE EXPLAINED IT TO ME AND HE SAID THAT HE BELIEVES IT TO BE MORE IN THE TRANSMISSION RATHER THAN THE ENGINE HE DESCRIBES IT AS IT FEELS LIKE SOMEONE IS DUMPING THE CLUTCH AND SAYS THAT WHEN YOU HAVE YOUR FOOT ON THE BRAKE ENGINE FEELS LIKE IT IS GOING TO DIE OUT--- CAR HAS O2M DSG TRANS IN IT, I WAS INSTRUCTED THIS MORNING TO CHECK THE FLUID LEVEL INSIDE THE DSG TRANS---PERFORMED ACCORDING TO TEST PLAN---NOTED THAT THE TRANSMISSION WAS VERY SLIGHTLY OVERFILLED, TOOK FLUID SAMPLE---FLUID IS CLEAN/CLEAR--NO METAL OR DEBRIS IN IT...I HAVE BEEN OFF WORK THE PAST 2 DAYS AND 2 OTHER TECHS DROVE THE VEHICLE AND THEY SAID THAT THEY THINK THERE MAY BE A PROBLEM BUT THEY ARE NOT SURE EITHER. I ALSO PULLED THE TOP ENGINE COVER AND

		RECHECKED THE PREVIOUS REPAIR OF THE INTAKE MANIFOLD FLAP MOTOR CHECKED ALL CONNECTIONS/CONNECTORS, CHECKED ALL VACCUM LINES OK---WAS STILL UNABLE TO LOCATE A PROBLEM, ENGINE FEELS LIKE IT HAS SUFFICIENT POWER AND TRANS SEEMS TO BE SHIFTING PROPERLY AT THIS TIME. SERVICE ADVISOR AND CUSTOMER ARE VERY CONCERNED ABOUT THIS PROBLEM HOWEVER DIAGNOSIS IS INCONCLUSIVE, I WAS REQUESTED TO CREATE A VTA TICKET AND SEE WHAT YOUR INPUT IS ON THIS SITUATION...THANKS
04/17/2009	09:28	PLEASE GET MVB 54 IN 02 H49 REPLACE MECHATRONICS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS
04/17/2009	09:28	WORKSHOP FINDINGS: JERKS WHILE DRIVING
04/17/2009	10:17	CLOSING THE VTA TICKET PER TECHLINE REQUEST AT THIS TIME---ORDERED ALL SOP PARTS REQUIRED----THANKS
04/17/2009	12:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	12:46	ISSUE UPDATED

Consultant's Closing Comments		
OSING THE VTA TICKET PER TECHLINE REQUEST AT THIS TIME---ORDERED ALL SOP PARTS REQUIRED----THANKS		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442195	EOS	2008	WVWFA71F68V [REDACTED]	18190	3885	04/17/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/17/2009	09:29	CUST STATES THAT AFTER COMING TO A STOP CAR LURCHES FORWARD WHEN FOOT IS TAKEN OFF THE BRAKE PEDAL --- JERKY MOTION
04/17/2009	09:29	ISSUE OPENED BY DEALERSHIP
04/17/2009	09:35	CUSTOMER COMMENTS: CUST STATES THAT AFTER COMING TO A STOP CAR LURCHES FORWARD WHEN FOOT IS TAKEN OFF THE BRAKE PEDAL --- JERKY MOTION
04/17/2009	09:35	PLEASE GET MVB 54 IN 02 H31
04/17/2009	09:36	PLEASE REPLACE THE MECHTRONICS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
04/17/2009	09:47	SOP PARTS ON BACKORDER
04/17/2009	10:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	10:06	ISSUE UPDATED

Consultant's Closing Comments

PLEASE REPLACE THE MECHTRONICS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442236	EOS	2008	WVWFA71F78V [REDACTED]	17060	3885	04/17/2009	USA

Workshop Finding

CONFIRMED COMPLAINT THAT VEHICLE JERKS UNDER LIGHT ACCELERATION IN FIRST GEAR ALSO IN REVERSE. 0 FAULTS IN TCM. UNABLE TO FIND APPLICABLE TB. PLEASE ASSIST ISOLATING FAILED COMPONENT.

Activity Date	Activity Time	Activity Comments
04/17/2009	10:28	CONFIRMED COMPLAINT THAT VEHICLE JERKS UNDER LIGHT ACCELERATION IN FIRST GEAR. 0 FAULTS IN TCM. UNABLE TO FIND APPLICABLE TB. PLEASE ASSIST ISOLATING FAILED COMPONENT.
04/17/2009	10:28	ISSUE OPENED BY DEALERSHIP
04/17/2009	10:39	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT VTA. MVB 54 J10 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/17/2009	10:39	CUSTOMER COMMENTS: JERKING ON ACCEL.
04/17/2009	10:39	WORKSHOP FINDINGS: CONFIRMED COMPLAINT THAT VEHICLE JERKS UNDER LIGHT ACCELERATION IN FIRST GEAR ALSO IN REVERSE. 0 FAULTS IN TCM. UNABLE TO FIND APPLICABLE TB. PLEASE ASSIST ISOLATING FAILED COMPONENT.
04/17/2009	10:47	THANKS
04/17/2009	13:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	13:22	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442297	EOS	2009	WVWBA71F29V [REDACTED]	2369	3490	04/17/2009	USA

Workshop Finding

NO CODES IN THE SYSTEM. POSSIBLE MECH VENDOR ISSUE?

Activity Date	Activity Time	Activity Comments
04/17/2009	11:37	ISSUE OPENED BY DEALERSHIP
04/17/2009	11:37	TRANSMISSION GOES INTO NEUTRAL AND PRNDL LIGHTS UP AND FLASHES. NO CODES IN THE SYSTEM. POSSIBLE MECH VENDOR ISSUE?
04/17/2009	11:45	ADVISE TECH TO INSPECT SHIFT LEVER ASSEMBLY, WIRING HARNESS , AND CONNECTOR.
04/17/2009	11:45	CUSTOMER COMMENTS: TRANSMISSION GOES INTO NEUTRAL AND PRNDL LIGHTS UP AND FLASHES.
04/17/2009	11:45	WORKSHOP FINDINGS: NO CODES IN THE SYSTEM. POSSIBLE MECH VENDOR ISSUE?
04/23/2009	10:59	AS PER QTM GREG EDGE AND MATT GILLIAM, WE WERE ADVISED THAT THEY HAD A SIMILAR ISSUE AT ANOTHER DEALER WHICH RESULTED IN THE REPLACEMENT OF THE INPUT SPEED SENSOR. WE WERE ADVISED TO PERFORM FURTHER DIAGNOSTICS, BUT THE VEHICLE IS UNAVAILABLE UNTIL NEXT WEEK AS OUR GM IS AWAY IN VEGAS, AND THIS HAPPENS TO BE HIS DEMO. WOULD YOU LIKE US TO CLOSE THIS TICKET AND REOPEN A NEW ONE WHEN THE VEHICLE COMES BACK? PLEASE ADVISE. THANK YOU, EVAN - SERVICE MANAGER.
04/23/2009	14:45	I NEED TO KNOW WHAT THE MEASURE VALUE BLOCK 64 IN THE TRANSMISSION CONTROL MODULE IS READING. I SPOKE TO THE SERVICE MANAGER AND HE TOLD ME HE WILL CALL BACK WITH THE READINGS.
04/27/2009	10:20	SPOKE WITH TECH. HE THOUGHT HE WAS SUPPOSED TO CALL US. HIS DEALER PRINCIPAL NEEDS HIM TO CALL MATT G DIRECTLY.
04/27/2009	10:39	I SPOKE TO MR GILLIAM AND VIEWED MVB 64, FIELD 1 WAS 123 AND FIELD 2 WAS 154. I WAS TOLD THAT THIS INDICATED A POSSIBLE FAULTY TEMPERATURE SENSOR IN THE TRANSMISSION. I ORDERED THE SENSOR OVERNIGHT.
04/27/2009	10:44	THE TEMP/INPUT SPEED SENSOR NUMBERS ARE G182 AND G509. AND THE PART NUMBER IS 02E927321A.
04/27/2009	16:38	I AUTHORIZED THE REPLACEMENT OF THE TEMPERATURE/INPUT SPEED SENSOR OF THE DSG TRANSMISSION DUE TO MEASURE VALUE BLOCK 64 READINGS OF 123 AND 154.
04/29/2009	09:24	ISSUE SENT TO DEALERSHIP
04/30/2009	18:49	INPUT SPEED SENSOR REPLACED - VEHICLE ROAD TESTED EXTENSIVELY - CONDITION NO LONGER PRESENT - NOW OPERATING AS DESIGNED
04/30/2009	20:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	20:11	ISSUE UPDATED

Consultant's Closing Comments

I AUTHORIZED THE REPLACEMENT OF THE TEMPERATURE/INPUT SPEED SENSOR OF THE DSG TRANSMISSION.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442315	JETTA	2008	3VWRA71K38M [REDACTED]	19862	3885	04/17/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/17/2009	11:56	HAD DTC P2711 USE GFF TO CHECK SPEED SENSORS OK ROAD TEST CAR SHIFTED OK BUT FEELS LIKE COVERTOR LOCKING UP AT STOPS RECHECK FAULTS NO FAULT
04/17/2009	11:56	ISSUE OPENED BY DEALERSHIP
04/17/2009	12:07	CUSTOMER COMMENTS: HAD DTC P2711 USE GFF TO CHECK SPEED SENSORS OK ROAD TEST CAR SHIFTED OK BUT FEELS LIKE COVERTOR LOCKING UP AT STOPS RECHECK FAULTS NO FAULT
04/17/2009	12:07	TECH STATES MVB 54 IS J05. ADVISED TECH TO REPLACE MECHTRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AFTER ORDERING UNIT AND RELEASING VEHICLE.
04/17/2009	12:10	ORDER PARTS THANKS FOR THE HELP
04/17/2009	12:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	12:11	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHTRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442376	EOS	2007	WVWBA71FX7V [REDACTED]	26413	3885	04/17/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/17/2009	13:12	CUSTOMER STATES CAR SEEMS TO BE JUMPING WHEN TAKING OFF. VERIFIED CONCERN WITH CUSTOMER DRIVING. FROM COMPLETE STOP, 1ST GEAR(D OR TIP) VEHICLE WILL BUCK ON ACCEL WITH 6% THROTTLE OR LESS. ALSO OCCURS IN REVERSE.
04/17/2009	13:12	ISSUE OPENED BY DEALERSHIP
04/17/2009	14:13	CUSTOMER COMMENTS: CUSTOMER STATES CAR SEEMS TO BE JUMPING WHEN TAKING OFF. VERIFIED CONCERN WITH CUSTOMER DRIVING. FROM COMPLETE STOP, 1ST GEAR(D OR TIP) VEHICLE WILL BUCK ON ACCEL WITH 6% THROTTLE OR LESS. ALSO OCCURS IN REVERSE.
04/17/2009	14:13	TECH SHOULD PERFORM BASIC SETTINGS MANUALLY IN TRANS 61 AND 60 AND PERFORM ROAD TEST AND IF THIS DOES NOT CORRECT THE CONCERN. GET THE READINGS IN MVB 64 AND 54 WRITE IN THE VTA AND CALL BACK.
04/17/2009	14:48	PERFORMED MANUAL BASIC SETTINGS, 61(141,128,411), 60(13,0,4,1). PERFORMED ROAD TEST. MVB 54-H09D0134. MVB 64(0,0)
04/17/2009	14:55	ADVISE TECH TO VERIFY FUEL TRIM READINGS IN MVB 32 AND 33 ALSO CHECK FLUID LEVEL AND CONDITION.
04/20/2009	09:51	FLUID LEVEL APPROX. 300ML OVER FILLED, CONDITION IS OK. MVB 32 FIELD 1(.8%), FIELD 2(-3.1%). MVB 33 FIELD 1(CYCLING -1.6% TO 1.6%), FIELD 2(1.46-1.48V).
04/20/2009	09:55	REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER.
04/20/2009	10:24	PARTS HAVE BEEN ORDERED. THANK YOU GERALD AND RICHARD.
04/20/2009	10:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/20/2009	10:48	ISSUE UPDATED

Consultant's Closing Comments

PARTS HAVE BEEN ORDERED. THANK YOU GERALD AND RICHARD.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442432	JETTA	2008	3VWRJ71K18M [REDACTED]	15220	3885	04/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/17/2009	14:20	C/S FEELS A HARD SHIFT IN FIRST GEAR DUPLICATED CUSTOMERS CONCERN. FEEL A HARD SHIFT FROM TAKE OFF.
04/17/2009	14:20	ISSUE OPENED BY DEALERSHIP
04/17/2009	14:52	PLEASE REPLACE THE MECH UNIT.
04/21/2009	12:05	INSTALLED MECHATRONICS UNIT. HARD SHIFT GONE FROM TRANS.
04/21/2009	12:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2009	12:37	ISSUE UPDATED

Consultant's Closing Comments
: INSTALLED MECHATRONICS UNIT. HARD SHIFT GONE FROM TRANS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442457	JETTA	2008	3VWFJ71K98M [REDACTED]	25309	3885	04/17/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/17/2009	14:40	ISSUE OPENED BY DEALERSHIP
04/17/2009	14:40	VEHICLE HAS POOR SHIFT FROM 2 TO 3. FEELS LIKE ACCELERATOR PEDAL IS BEING RELEASED MID SHIFT. PERFORMED BASIC SETTINGS OF THROTTLE VALVE, IMRC MOTOR AND KICK DOWN. ALSO PERFORMED BASIC SETTINGS FOR TRANSMISSION USING FIRST BLOCK 61 THEN 60. POOR SHIFT REAMINS. NO FAULTS ARE PRESENT. MECHATRONICS UNIT WAS REPLACED AT ANOTHER DEALER AT 10,000 MILES. SOFTWARE VERSION IS 1408. NO TECHNICAL BULLETINS FOUND.
04/17/2009	14:43	CUSTOMER COMMENTS: VEHICLE HAS POOR SHIFT FROM 2 TO 3. FEELS LIKE ACCELERATOR PEDAL IS BEING RELEASED MID SHIFT. PERFORMED BASIC SETTINGS OF THROTTLE VALVE, IMRC MOTOR AND KICK DOWN. ALSO PERFORMED BASIC SETTINGS FOR TRANSMISSION USING FIRST BLOCK 61 THEN 60. POOR SHIFT REAMINS. NO FAULTS ARE PRESENT. MECHATRONICS UNIT WAS REPLACED AT ANOTHER DEALER AT 10,000 MILES. SOFTWARE VERSION IS 1408. NO TECHNICAL BULLETINS FOUND.
04/17/2009	14:43	JON, PLEASE CHECK MVB 54/64 IN TCM. ESCALATED FOR REIVEW. A2
04/17/2009	14:51	VALUE BLOCK 54 - J24E0008 VLAUE BLOCK 64 - FIELDS 1 AND 2 - 0
04/17/2009	14:58	FIND OUT FROM THE CUSTOMER IF THIS CONCERN IS THE SAME AS PREVIOUS. DRIVE FROM A STOP, ACCELERATE 60% PEDAL AND HOLD IT, MONITOR SHIFTS WITHOUT RELEASING PEDAL.
04/17/2009	16:16	VEHICLE HAS HAD THROTTLE BODY CONCERNS, REPINNED THE TBODY
04/17/2009	16:18	ISSUE SENT TO DEALERSHIP
04/17/2009	16:19	I WILL INVESTIGATE THIS FURTHER WITH PS/QA TO SEE IF THERE MAY BE A REPAIR PROCEDURE
04/21/2009	16:21	ISSUE UPDATED
04/21/2009	16:23	WILL OPEN NEW TICKET WHEN VEHICLE RETURNS.
04/21/2009	16:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2009	16:46	ISSUE UPDATED

Consultant's Closing Comments

WILL OPEN NEW TICKET WHEN VEHICLE RETURNS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442483	EOS	2009	WVWFA71F49V [REDACTED]	6362	3885	04/17/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/17/2009	15:03	C/S CAR JUMPS WHEN FOOT TAKEN OFF BRAKE. IN TRAFFIC MOVING SLOWLY. CAR CLUNKS+SHIFTS INTO HIGHER GEAR. ALSO WHEN BACKING UP?
04/17/2009	15:03	ISSUE OPENED BY DEALERSHIP
04/17/2009	15:09	CUSTOMER COMMENTS: C/S CAR JUMPS WHEN FOOT TAKEN OFF BRAKE. IN TRAFFIC MOVING SLOWLY. CAR CLUNKS+SHIFTS INTO HIGHER GEAR. ALSO WHEN BACKING UP?
04/17/2009	15:09	PLEASE REPLACE THE MECH UNIT.
04/17/2009	15:16	SOP MECH UNIT. THANKS.
04/17/2009	15:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	15:26	ISSUE UPDATED

Consultant's Closing Comments

SOP MECH UNIT. THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442484	JETTA	2009	3VWRA71K99M [REDACTED]	9870	3885	04/17/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/17/2009	15:04	CUSTOMER STATES CAR JUMPS AND FEELS LIKE ITS GOING TO STALL. QTM TOLD ME TO OPEN VTA. WHET INTO VALUE BLOCK 54 AND FOUND THAT IT WAS NOT A TEMP PROBLEM.
04/17/2009	15:04	ISSUE OPENED BY DEALERSHIP
04/17/2009	15:11	CUSTOMER COMMENTS: CUSTOMER STATES CAR JUMPS AND FEELS LIKE ITS GOING TO STALL. QTM TOLD ME TO OPEN VTA. WHET INTO VALUE BLOCK 54 AND FOUND THAT IT WAS NOT A TEMP PROBLEM.
04/17/2009	15:11	QTM MATT GILLIAM ORDERED MECHATRONICS UNIT.
04/17/2009	16:28	I WAS ON-SITE AT THE DEALERSHIP AND FOUND THE TRANSMISSION HAS A HARD SHIFT QUALITY FROM PARK TO DRIVE, PARK TO REVERSE, AND DRIVING THE VEHICLE THERE IS A SHUTTER FELT IN THE FORWARD GEARS. I VIEWED MEASURE VALUE BLOCK 64 AND FOUND A 0 DISPLAYED IN THE FIRST AND THE SECOND FIELDS. I ADVISED THE TECHNICIAN TO REPLACE THE MECHATRONIC MODULE.
04/17/2009	16:29	THERE WERE NO FAULT CODES STORED AND BASIC SETTINGS DID NOT IMPROVE SHIFT QUALITY.
04/20/2009	17:19	CLOSE
04/22/2009	17:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2009	17:48	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE MECHATRONIC MODULE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442525	JETTA	2009	3VWRJ71K09M [REDACTED]	9494	3885	04/17/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/17/2009	16:40	ISSUE OPENED BY DEALERSHIP
04/17/2009	16:40	TRANS TAKES TO LONG TO ENGAUGE
04/17/2009	16:52	CUSTOMER COMMENTS: TRANS TAKES TO LONG TO ENGAUGE
04/17/2009	16:52	TECH STATES MVB 54 IS J20. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AFTER ORDERING UNIT.
04/17/2009	17:02	ODER PARTS THANKS
04/17/2009	17:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/17/2009	17:16	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHTRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442567	EOS	2008	WVWBA71F58V [REDACTED]	9995	3735	04/17/2009	USA

Workshop Finding

VERIFIED CONCERN.NO FAULT CODES,BUT MVB 54 IS J08D0588. WHAT DO YOU THINK??MECATRONICS UNIT??

Activity Date	Activity Time	Activity Comments
04/17/2009	18:04	HELLO, CUSTOMERS CONCERN:WHEN ACCL.FEELS UBNORMAL SHUTTER.I VERIFIED CONCERN.NO FAULT CODES,BUT MVB 54 IS J08D0588. WHAT DO YOU THINK??MECATRONICS UNIT?? THANKS FOR YOUR HELP STEFAN
04/17/2009	18:04	ISSUE OPENED BY DEALERSHIP
04/17/2009	18:08	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER ,AND BOLTS.
04/17/2009	18:08	CUSTOMER COMMENTS: HELLO, CUSTOMERS CONCERN:WHEN ACCL.FEELS UBNORMAL SHUTTER.I
04/17/2009	18:08	WORKSHOP FINDINGS: VERIFIED CONCERN.NO FAULT CODES,BUT MVB 54 IS J08D0588. WHAT DO YOU THINK??MECATRONICS UNIT??
04/22/2009	16:01	CAR IS GONE SO I CLOSE THE TICKET
04/22/2009	16:02	CAR IS GONE SO I CLOSE THE TICKET
04/23/2009	19:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	19:13	REPLACE MECHATRONICS ,CAR IS GONE SO I CLOSE THE TICKET

Consultant's Closing Comments

REPLACE MECHATRONICS ,CAR IS GONE SO I CLOSE THE TICKET

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442585	EOS	2008	WVWFA71F08V [REDACTED]	17307	3735	04/18/2009	USA

Workshop Finding

SOMETIMES TRANS DOESNT RESPOND, SET DSG BASIC SETTINGS USEING GUIDED FUNCTIONS. STILL DOES IT . SHOP FOREMAN SET BASIC SETTINGS MANUALLY . STILL SAME THING WITH NO FAULTS STORED. I AM THINKING IT NEEDS A MECHATRONIC UNIT

Activity Date	Activity Time	Activity Comments
04/18/2009	09:08	CAR ROLLS BACK ON HILLS . SOMETIMES TRANS DOESNT RESPOND, SET DSG BASIC SETTINGS USEING GUIDED FUNCTIONS. STILL DOES IT . SHOP FOREMAN SET BASIC SETTINGS MANUALLY . STILL SAME THING WITH NO FAULTS STORED. I AM THINKING IT NEEDS A MECHATRONIC UNIT
04/18/2009	09:08	ISSUE OPENED BY DEALERSHIP
04/18/2009	09:17	ADVISE TECH TO GET READING FROM MVB54 IN TCM.
04/18/2009	09:17	CUSTOMER COMMENTS: CAR ROLLS BACK ON HILLS . SURGES ON ACCELL
04/18/2009	09:17	WORKSHOP FINDINGS: SOMETIMES TRANS DOESNT RESPOND, SET DSG BASIC SETTINGS USEING GUIDED FUNCTIONS. STILL DOES IT . SHOP FOREMAN SET BASIC SETTINGS MANUALLY . STILL SAME THING WITH NO FAULTS STORED. I AM THINKING IT NEEDS A MECHATRONIC UNIT
04/18/2009	09:21	08/54 IS J11C0430
04/18/2009	09:29	REPLACE MECHITRONICS , FLUID , FILTER, AND BOLTS.
04/24/2009	15:48	SPOKE TO THE TECH AND THEY ARE STILL HOLDING ON PARTS.....P1
05/01/2009	13:32	WAITING ON PARST CAR GONE
05/04/2009	06:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	06:54	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHITRONICS , FLUID , FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442678	JETTA	2008	3VWRJ71K88M [REDACTED]	12681	3885	04/20/2009	USA

Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
04/20/2009	09:12	CUST. STATES WHEN TAKING OFF FROM A STOP VEHICLE JERKS FORWARD, HAPPENS ALL THE TIME.
04/20/2009	09:12	ISSUE OPENED BY DEALERSHIP
04/20/2009	09:15	CUSTOMER COMMENTS: CUST. STATES WHEN TAKING OFF FROM A STOP VEHICLE JERKS FORWARD, HAPPENS ALL THE TIME.
04/20/2009	09:15	PLEASE GET MVB 54 IN 02
04/20/2009	09:15	WORKSHOP FINDINGS: JERKS WHILE DRIVING
04/20/2009	09:18	ADVISE TECH TO REPLACE THE MECHATRONICS FLUID AND FILTER SET BASIC SETTINGS AFTER REPAIRS
04/20/2009	10:47	PARTS ON ORDER FOR THE VEHICLE
04/20/2009	11:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/20/2009	11:22	ISSUE UPDATED

Consultant's Closing Comments

ADVISE TECH TO REPLACE THE MECHATRONICS FLUID AND FILTER SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442702	JETTA	2008	3VWRJ71K08M [REDACTED]	21971	3885	04/20/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/20/2009	09:39	I DID REPLACE MECTRONICS, BOLTS, AND FLUIDS. NOW I JUST NEED HELP ON BASIC SETTING!
04/20/2009	09:39	ISSUE OPENED BY DEALERSHIP
04/20/2009	09:49	CUSTOMER COMMENTS: I DID REPLACE MECTRONICS, BOLTS, AND FLUIDS. NOW I JUST NEED HELP ON BASIC SETTING!
04/20/2009	09:49	PLEASE MAKE SURE THAT THE ENGINE IS ALL THE WAY UP TO OPERATING TEMPERATURE AND IDLING. GO INTO VSD, GEARBOX ELECTRONICS, AND THEN BASIC SETTINGS. WITH YOUR FOOT ON THE BRAKE ACTIVATE TEST 61. AFTER 30 SECONDS THE TEST WILL RUN AND MAKE SOME NOISES IN THE GEARBOX. ONCE TEST IS COMPLETE, REPEAT STEPS FOR TEST 60. PLEASE THEN DRIVE THE CAR 15 MILES HARD TO SEE IF CONCERN IS CHANGED. PLEASE ALSO PRINT OUT MVB 54 IN THE TCM.
04/22/2009	13:35	I DID BASIC SETTING AND IT WORK!
04/22/2009	19:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2009	19:05	ISSUE UPDATED

Consultant's Closing Comments

I DID BASIC SETTING AND IT WORK!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442728	JETTA	2008	3VWRJ71K28M	11703	3885	04/20/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/20/2009	10:06	<p>CUSTOMER STATES VEHICLE DROPPED OUT OF GEAR AT ABOUT 45 MPH, PULLED OVER. HAVING TROUBLE GETTING ITTO FIRST GEAR. LIMPED IT IN, HARD TO GET OUT OF FIRST. USED GFF, FOUND TWO FAULTS, 01066 DRIVING DESPITE SELECTOR LEVER POSITION N LOWER SPECIFIED VALUE TOO LOW. GFF HAD ME RUN THROUGH ALL THE POSITIONS OF THE GEAR SELECTOR, ALL I.O. 2ND FAULT IS FAULT NUMBER 17085</p> <p style="text-align: center;">4 1</p> <p>GFF IS NOT ADDRESSING THIS FAULT, AND I CAN FIND NO INFORMATION ON ELSA WEB ABOUT IT. I TEST DROVE THE CAR THIS MORNING AND IT DROVE FINE. DO YOU HAVE ANY INFORMATION ON THIS SECOND FAULT?</p>
04/20/2009	10:06	ISSUE OPENED BY DEALERSHIP
04/20/2009	10:23	<p>CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE DROPPED OUT OF GEAR AT ABOUT 45 MPH, PULLED OVER. HAVING TROUBLE GETTING ITTO FIRST GEAR. LIMPED IT IN, HARD TO GET OUT OF FIRST. USED GFF, FOUND TWO FAULTS, 01066 DRIVING DESPITE SELECTOR LEVER POSITION N LOWER SPECIFIED VALUE TOO LOW. GFF HAD ME RUN THROUGH ALL THE POSITIONS OF THE GEAR SELECTOR, ALL I.O. 2ND FAULT IS FAULT NUMBER 17085</p> <p style="text-align: center;">4 1</p> <p>GFF IS NOT ADDRESSING THIS FAULT, AND I CAN FIND NO INFORMATION ON ELSA WEB ABOUT IT. I TEST DROVE THE CAR THIS MORNING AND IT DROVE FINE. DO YOU HAVE ANY INFORMATION ON THIS SECOND FAULT?</p>
04/20/2009	10:23	<p>REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS.</p> <p>THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.</p> <p>NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE.</p> <p>ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK FOR FURTHER ASSISTANCE</p>

04/22/2009	10:13	AWAITING PARTS.
04/22/2009	11:09	THANKS FOR THE UPDATE
04/27/2009	09:15	AWAITING PARTS
04/27/2009	10:11	THANKS FOR THE UPDATE
04/28/2009	08:12	STILL AEAITING PARTS TO ARRIVE.
04/28/2009	10:30	THANKS FOR THE UPDATE
04/28/2009	14:28	VALVE BODY HAS ARRIVED AND PRESENTLY BEING INSTALLED
04/28/2009	15:21	PER TECH'S UPDATE, PARTS ARE IN AND ARE BEING INSTALLED. P2
04/28/2009	15:21	THANKS, KEEP US POSTED.
04/30/2009	08:14	THE PARTS CAME IN AND WE COMLETED THE REPAIRS AND THIS VEHICAL APEARS TO OPERATE TO VEHICAL SPEC AT THIS TIME.
04/30/2009	09:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	09:23	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442768	EOS	2008	WVWBA71F28V [REDACTED]	8440	3885	04/20/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/20/2009	10:52	ISSUE OPENED BY DEALERSHIP
04/20/2009	10:52	TRANSMISSION NOT SHIFTING PROPERLY, HAD CONCERN LAST FALL
04/20/2009	10:55	CUSTOMER COMMENTS: TRANSMISSION NOT SHIFTING PROPERLY, HAD CONCERN LAST FALL
04/20/2009	10:55	PLEASE REPLACE THE MECH UNIT.
04/20/2009	11:25	PARTS ORDERED FOR VEHICLE, CUSTOMER WILL RETURN
04/20/2009	17:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/20/2009	17:43	ISSUE UPDATED

Consultant's Closing Comments
PARTS ORDERED FOR VEHICLE, CUSTOMER WILL RETURN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442818	RABBIT	2008	WVWKC71K98W [REDACTED]	7295	3885	04/20/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/20/2009	11:38	DSG TRANS, HESITATION ON ACCELERATION, BANGS INTO GER WHEN TRANS FINNALLY ENGAGES. SEEMS LIKE SLIPPAGE, BUT MORE LIKELY A DELAY IN GEAR ENGAGMENT, LEANING TOWARSD MECHATROPNICS UNIT.
04/20/2009	11:38	ISSUE OPENED BY DEALERSHIP
04/20/2009	11:47	CUSTOMER COMMENTS: DSG TRANS, HESITATION ON ACCELERATION, BANGS INTO GER WHEN TRANS FINNALLY ENGAGES. SEEMS LIKE SLIPPAGE, BUT MORE LIKELY A DELAY IN GEAR ENGAGMENT, LEANING TOWARSD MECHATROPNICS UNIT.
04/20/2009	11:47	TECH STATES WE HAVE H49 IN MVB 54. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY AFTER ORDERING MECH UNIT.
04/21/2009	11:33	ORDERED PARTS
04/21/2009	12:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2009	12:10	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
442906	RABBIT	2008	WVWFV71K88W [REDACTED]	13921	3885	04/20/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/20/2009	13:15	CUSTOMER STATES WHEN I GEAR AND TAKE OFF PEDAL CAR SLAMS INTO GEARS ONLY WHEN WARM. TEST DROVE VEHICLE. DUPLICATED CONCERN DOWNSHIFTS HARSH. 3 -2 -1. ALSO WHEN TAKING OFF 1 -2 ARE HARSH UPSHIFTS. SCANNED MODULES. NO FAULTS REGARDING TRANS OR ENGINE CONCERNS. PERFORM BASIC SETTINGS, RE TESTED AND SHIFTS DID NOT IMPROVE.
04/20/2009	13:15	ISSUE OPENED BY DEALERSHIP
04/20/2009	13:17	CUSTOMER COMMENTS: CUSTOMER STATES WHEN I GEAR AND TAKE OFF PEDAL CAR SLAMS INTO GEARS ONLY WHEN WARM. TEST DROVE VEHICLE. DUPLICATED CONCERN DOWNSHIFTS HARSH. 3 -2 -1. ALSO WHEN TAKING OFF 1 -2 ARE HARSH UPSHIFTS. SCANNED MODULES. NO FAULTS REGARDING TRANS OR ENGINE CONCERNS. PERFORM BASIC SETTINGS, RE TESTED AND SHIFTS DID NOT IMPROVE.
04/20/2009	13:17	PLEASE GET MVB 54 J02
04/20/2009	13:18	REPLACE FLUID AND FILTER AND FLUID AND SET BASIC SETTINGS
04/20/2009	13:28	ORDERED MECHATRONIK UNTI WITH NEW FILTER AND BOLTS
04/20/2009	15:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/20/2009	15:47	ISSUE UPDATED

Consultant's Closing Comments

REPLACE FLUID AND FILTER AND FLUID AND SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443116	EOS	2008	WVWBA71F28V [REDACTED]	12559	3735	04/20/2009	USA

Workshop Finding

NO CODES. PERFORMED BASIC SETTINGS AND NOTHING CHANGED.

Activity Date	Activity Time	Activity Comments
04/20/2009	17:21	ISSUE OPENED BY DEALERSHIP
04/20/2009	17:21	VEHICLE HESITATES ON INITIAL ACCEL AND THEN JUMPS A FEW TIMES BEFORE PROPERLY ENGAGING. NO CODES. PERFORMED BASIC SETTINGS AND NOTHING CHANGED.
04/20/2009	17:24	ADVISE TECH TO PLEASE GET READING FROM MVB IN TCM
04/20/2009	17:24	CUSTOMER COMMENTS: VEHICLE HESITATES ON INITIAL ACCEL AND THEN JUMPS A FEW TIMES BEFORE PROPERLY ENGAGING.
04/20/2009	17:24	MVB 54
04/20/2009	17:24	WORKSHOP FINDINGS: NO CODES. PERFORMED BASIC SETTINGS AND NOTHING CHANGED.
04/20/2009	17:27	H49M0348
04/20/2009	17:29	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER AND BOLTS.
04/27/2009	12:29	HEATHER STATES VEH IS WAITING FOR PARTS P2
05/04/2009	11:51	INSTALLED MECHATRONICS. VEHICLE RUNS AND SHIFTS NORMAL NOW. THANK YOU
05/04/2009	19:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	19:01	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED MECHATRONICS. VEHICLE RUNS AND SHIFTS NORMAL NOW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443233	EOS	2008	WVWBA71F78V [REDACTED]	17069	3885	04/21/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/21/2009	09:31	CUSTOMER STATES CAR BUCKS DURING DRIVEING FROM STOPS AND IN REVERSE. CHECK AND VERIFY CUSTOMER CONCERN. CHECK ALL ON BOARD SYSTEMS USEING GFF. CHECK MVB FOR DSG BOX. CAR HAS A SHUTTER WHEN COMMING TO A STOP AND GOING TO ACCELERATE.
04/21/2009	09:31	ISSUE OPENED BY DEALERSHIP
04/21/2009	09:37	CUSTOMER COMMENTS: CUSTOMER STATES CAR BUCKS DURING DRIVEING FROM STOPS AND IN REVERSE. CHECK AND VERIFY CUSTOMER CONCERN. CHECK ALL ON BOARD SYSTEMS USEING GFF. CHECK MVB FOR DSG BOX. CAR HAS A SHUTTER WHEN COMMING TO A STOP AND GOING TO ACCELERATE.
04/21/2009	09:37	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
04/21/2009	09:50	MECH UNIT IS ON BACK ORDER.
04/21/2009	17:49	THANKS FOR THE UPDATE.
04/22/2009	12:22	PARTS ARE ON ORDER RED FROM GERMANY. NO ETA AS OF TODAY. 04/22/09.
04/22/2009	19:09	THANKS FOR THE UPDATE.
04/24/2009	08:42	I CHECK WITH PARTS NO ETA AS OF 04/24/09.
04/24/2009	17:27	THANKS FOR THE UPDATE.
04/27/2009	07:57	STILL NO ETA AS OF 4/27/09
04/27/2009	13:57	THANKS FOR THE UPDATE.
04/28/2009	17:22	DUE TO UPDATE FORM TECH VEHICLE IS WAITING ON PARTS P1
04/30/2009	11:23	THE CUSTOMER HAS MADE APT. FOR 05/12/09.
04/30/2009	16:40	THANKS FOR THE UPDATE.
05/05/2009	09:08	REPLACED THE MECH UNIT AND SET ALL ADAPATIONS. CAR IS OPERATING OT MFG. SPECS.
05/05/2009	12:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	12:58	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE MECH UNIT AND SET ALL ADAPATIONS. CAR IS OPERATING OT MFG. SPECS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443234	EOS	2008	WVWBA71F98V [REDACTED]	9688	3885	04/21/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/21/2009	09:33	ISSUE OPENED BY DEALERSHIP
04/21/2009	09:33	WHEN REMOVING FOOT FROM BRAKE TO START ACCELERATING BOTH GOING FOWARD AND BACKING UP TRANS SLUGISH AND ROUGH AND FEELS LIKE CAR WANTS TO
04/21/2009	10:15	CUSTOMER COMMENTS: WHEN REMOVING FOOT FROM BRAKE TO START ACCELERATING BOTH GOING FOWARD AND BACKING UP TRANS SLUGISH AND ROUGH AND FEELS LIKE CAR WANTS TO
04/21/2009	10:15	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY 61 AND 60 IN TRANS ELECTRONICS AND PERFORM ROAD TEST TO CONFIRM REPAIRS. IF THE ISSUE IS NOT RESOLVE WRITE THE NUMBERS IN MVB 64 AND 54 AND CALL BACK FOR FURTHER INSTRUCTIONS.
04/21/2009	10:58	PERFORM BASIC SETTINGS 61 AND 60 ROAD TEST ISSUE STILL NOT RESOLVED CHECK MVB 54 JI2B0038 MVB 64 00
04/21/2009	11:09	PLEASE REPLACE THE MECHATROINCS FLUID AND FILLTER AND SET BASIC SETTINGS AFTER REPAIRS
04/21/2009	11:10	ISSUE UPDATED
04/21/2009	11:40	REPLACE THE MECHATROINCS, FLUID ,AND FILLTER, AND SET BASIC SETTINGS AFTER REPAIRS
04/21/2009	12:05	ORDERD MECHATRONICS PART ON BACK ORDER CUST WANTS CAR CLOSING RO AND VTA WILL OPEN NEW VTA WHEN CAR COMES BACK.
04/21/2009	13:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2009	13:04	ISSUE UPDATED

Consultant's Closing Comments
ORDERD MECHATRONICS PART ON BACK ORDER CUST WANTS CAR CLOSING RO AND VTA WILL OPEN NEW VTA WHEN CAR COMES BACK.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443268	RABBIT	2008	WVWVFV71K38W [REDACTED]	13377	3885	04/21/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/21/2009	10:14	CUST STATES ON A HILL THEY TAKE THEIR FOOT OFF THE BRAKE AND THE CAR MAKES A NOISE... CUST STATES VEHICLE BANGS WHILE TAKEN OFF FROM A STOP LIGHT.... TEST DROVE WITH CUST AND VERIFY CONCERN.... CHECKED MVB 54 IN TCM- H44B0222..... THANK YOU
04/21/2009	10:14	ISSUE OPENED BY DEALERSHIP
04/21/2009	10:25	CUSTOMER COMMENTS: CUST STATES ON A HILL THEY TAKE THEIR FOOT OFF THE BRAKE AND THE CAR MAKES A NOISE... CUST STATES VEHICLE BANGS WHILE TAKEN OFF FROM A STOP LIGHT.... TEST DROVE WITH CUST AND VERIFY CONCERN.... CHECKED MVB 54 IN TCM- H44B0222..... THANK YOU
04/21/2009	10:25	TECH NEEDS TO SET BASIC SETTINGS MANUALLY 61 AND 60 IN TRANS ELECTRONICS. PERFORM ROAD TEST TO CONFIRM REPAIRS. IF THE CONCERN IS STILL PRESENT GET THE READINGS IN MVB 64 AND CALL BACK WITH RESULTS. TECH MUST ALSO EDUCATE THE CUSTOMER ON HOW TO STOP THE VEHICLE GOING UP HILL. PARKING BRAKE MUST BE APPLIED WHILE THE VEHICLE IS AT A STAND STILL AND RELEASED WHEN THE GAS PEDAL IS APPLIED.
04/23/2009	09:26	PERFORMING WORK TODAY WILL KEEP YOU UPDATED THANKS
04/23/2009	09:31	THANKS FOR THE UPDATE
04/27/2009	09:23	WILL CALL
04/27/2009	10:11	THANKS FOR THE UPDATE
04/28/2009	11:38	SPOKE WITH JOHN IN SERVICE. JOHN STATES CUSTOMER TOOK VEHICLE, BUT CAME BACK NOW. THEY ARE STILL WORKING ON VEHICLE. D2
05/06/2009	17:00	I RESET BASIC SETTING 60/61, TESET DROVE VEHICLE AT FIRST IT WAS OK BUT WHILE DRIVING FOR FEW MINS IT ALL WENT BACK AGIAN WITH SAME PROBLEM.
05/06/2009	17:55	CALL BACK FOR FURTHER ASSISTANCE
05/07/2009	08:36	ADVISED TO REPLACED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
05/07/2009	08:49	PART ON ORDER B/O GERMANY, WILL CLOSE VTA.. CUST IS TAKEN VEHICLE WILL RETURN WHEN PARTS COME IN THANK YOU...
05/07/2009	08:53	CLOSE VTA
05/07/2009	10:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/07/2009	10:21	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443306	EOS	2008	WVWFA71F58V [REDACTED]	9800	3885	04/21/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/21/2009	10:52	DSG TRANS JERKS INTO GEAR WHEN ACCELERATING FROM A STOP AND SURGES 2 OR3 TIMES. NO FAULT CODES. CUSTOMER ALSO COMPLAINS THAT THER IS A HARSH DOWNSHIFT FROM HIGHWAY SPEEDS BUT I WAS UNABLE TO DUPLICATE THAT CONOCERN.
04/21/2009	10:52	ISSUE OPENED BY DEALERSHIP
04/21/2009	10:59	CUSTOMER COMMENTS: DSG TRANS JERKS INTO GEAR WHEN ACCELERATING FROM A STOP AND SURGES 2 OR3 TIMES. NO FAULT CODES. CUSTOMER ALSO COMPLAINS THAT THER IS A HARSH DOWNSHIFT FROM HIGHWAY SPEEDS BUT I WAS UNABLE TO DUPLICATE THAT CONOCERN.
04/21/2009	10:59	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY 61 AND 60 AND PERFORM ROAD TEST TO CONFIRM REPAIRS. IF THE PROBLEM IS STILL PRESENT GET THE READINGS IN MVB 54 AND 64 AND CALL BACK.
04/21/2009	11:25	PERFORMED BASIC SETTINGSD 61 AND 60 AND DROVE CAR 11 MILES. PROBLEM PERSISTS. MVB 54 H25R0370 MVB 64 0 0
04/21/2009	11:31	REPLACE MACHATRONIC, BOLTS, FLUID AND FILTER.
04/21/2009	12:23	SOP MECHATRONIC
04/21/2009	13:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2009	13:05	ISSUE UPDATED

Consultant's Closing Comments
SOP MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443378	EOS	2008	WVWBA71FX8V [REDACTED]	10199	3885	04/21/2009	USA

Workshop Finding

JERKS

Activity Date	Activity Time	Activity Comments
04/21/2009	12:16	CUSTOMER STATES THAT WHEN CAR IS IN GEAR AT IDLE AND REMOVING FOOT FROM BRAKE,CAR IS JERKING AND HESITATING. VERIFIED COMPLAINT IN PARKING LOT. ASKED SHOP FOREMAN ABOUT CONCERN, ADVISED TO OPEN VTA AND SEND MVB INFO. WHEN SLIGHT PRESSURE IS APPLIED TO ACCELERATOR THE ENGINE SURGES SLIGHTLY. CAN FEEL IN CAR WHEN MOVING.
04/21/2009	12:16	ISSUE OPENED BY DEALERSHIP
04/21/2009	12:23	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN CAR IS IN GEAR AT IDLE AND REMOVING FOOT FROM BRAKE,CAR IS JERKING AND HESITATING. VERIFIED COMPLAINT IN PARKING LOT. ASKED SHOP FOREMAN ABOUT CONCERN, ADVISED TO OPEN VTA AND SEND MVB INFO. WHEN SLIGHT PRESSURE IS APPLIED TO ACCELERATOR THE ENGINE SURGES SLIGHTLY. CAN FEEL IN CAR WHEN MOVING.
04/21/2009	12:23	JERKS WHEN ENGAGING GET MVB 54 J09
04/21/2009	12:23	WORKSHOP FINDINGS: JERKS
04/21/2009	12:24	REPLACE MECHATRONCIS FLUID & FILTER SET BASIC SETTING AFTER REPAIRS
04/21/2009	12:41	MECHATRONICS IS ON RED ORDER AND FLUID WITH FILTER IS ON REGULAR ORDER.
04/21/2009	13:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/21/2009	13:33	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS IS ON RED ORDER AND FLUID WITH FILTER IS ON REGULAR ORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443398	EOS	2008	WVWBA71F68V [REDACTED]	28177	3735	04/21/2009	USA

Workshop Finding

SLIPPS WHEN GOING UP HILL

Activity Date	Activity Time	Activity Comments
04/21/2009	12:36	CUSTOMER STATES TRANSMISSION SLIPS ESPECIALLY WHEN GOING UPHILL. HAPPENS ALL THE TIME. DOES NOT MATTER IF IT IS WARM OR COLD. WHEN TRANS SLIPS THE RPM'S WILL RANDOMLY. CHECKED VEHICLE FOR ANY DTCS AND FOUND NO DTC'S AT THIS TIME. PERFORMED ROAD TEST AND FOUND THAT I COULD NOT DUPLICATE CUSTOMERS CONCERN.
04/21/2009	12:36	ISSUE OPENED BY DEALERSHIP
04/21/2009	12:40	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SLIPS ESPECIALLY WHEN GOING UPHILL. HAPPENS ALL THE TIME. DOES NOT MATTER IF IT IS WARM OR COLD. WHEN TRANS SLIPS THE RPM'S WILL RANDOMLY. CHECKED VEHICLE FOR ANY DTCS AND FOUND NO DTC'S AT THIS TIME. PERFORMED ROAD TEST AND FOUND THAT I COULD NOT DUPLICATE CUSTOMERS CONCERN.
04/21/2009	12:40	GET MVB 54 IN 02 H21
04/21/2009	12:40	WORKSHOP FINDINGS: SLIPPS WHEN GOING UP HILL
04/21/2009	12:41	REPALCE MECHATRONICS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS ARE COMPLETED
04/23/2009	15:55	PARTS ON ORDER
04/23/2009	16:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	16:27	ISSUE UPDATED

Consultant's Closing Comments

REPALCE MECHATRONICS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS ARE COMPLETED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443404	JETTA	2008	3VWRA71K18M [REDACTED]	10109	3885	04/21/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/21/2009	12:54	C/S VEHICLE ROLLS BACK WHEN IN DRIVE AND AT SLOW SPEEDS IT SHAKES
04/21/2009	12:54	ISSUE OPENED BY DEALERSHIP
04/21/2009	13:01	CUSTOMER COMMENTS: C/S VEHICLE ROLLS BACK WHEN IN DRIVE AND AT SLOW SPEEDS IT SHAKES
04/21/2009	13:01	PLEASE REPLACE THE MECH UNIT.
04/23/2009	10:05	ORDERED THE MECHATRONIC UNIT, WILL INSTALL WHEN PART ARRIVES
04/23/2009	14:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	14:22	ISSUE UPDATED

Consultant's Closing Comments
ORDERED THE MECHATRONIC UNIT, WILL INSTALL WHEN PART ARRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443702	EOS	2008	WVWBA71F88V [REDACTED]	13634	3885	04/21/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/21/2009	17:51	ISSUE OPENED BY DEALERSHIP
04/21/2009	17:51	VEHICLE ARRIVED WITH A TRANSMISSION ERRATIC SHIFT CONCERN. UPON START FROM A DEAD START WITH CAR IN DRIVE CAR PAUSES AND SKIP ENGAGES AS IF LOW ON TRANSMISSION FLUID. FLUID LEVEL IS CORRECT. CAR WILL ALSO SURGE FROM A START UP WHEN ACCELERATING. FEELS LIKE MECHATRONIC ISSUE LIKE WE HAVE SEEN ON MULTIPLE OTHER VEHICLES. JUST NEED VERIFICATION TO PROCEED.
04/21/2009	18:01	CUSTOMER COMMENTS: VEHICLE ARRIVED WITH A TRANSMISSION ERRATIC SHIFT CONCERN. UPON START FROM A DEAD START WITH CAR IN DRIVE CAR PAUSES AND SKIP ENGAGES AS IF LOW ON TRANSMISSION FLUID. FLUID LEVEL IS CORRECT. CAR WILL ALSO SURGE FROM A START UP WHEN ACCELERATING. FEELS LIKE MECHATRONIC ISSUE LIKE WE HAVE SEEN ON MULTIPLE OTHER VEHICLES. JUST NEED VERIFICATION TO PROCEED.
04/21/2009	18:01	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY 61 AND 60. PERFORM 20 MILE ROAD TEST TO CONFIRM REPAIRS. IF THE CONCERN IS STILL PRESENT, GET THE NUMBERS IN MVB 54 AND 64 AND CALL BACK FOR FURTHER ASSISTANCE.
04/21/2009	18:37	PERFORMED MANUAL BASIC SETTINGS AS DIRECTED BY TECH LINE.. I HAVE SAME RESULTS AS BEFORE WITH ERRATIC SHIFTING OF TRANSMISSION. ROUGH ACCELERATION AT START OFF AND HARSH DOWN SHIFT AT STOPS. ATTACHED IS A COPY OF THE DIAGNOSTIC PROTOCOL AND RESULTS OF MEASURING BLOCKS 54 AND 64
04/21/2009	19:14	BE SURE TO CHECK FOR CONTAMINATION, IF ANY GET PICTURES AND CALL IN
04/21/2009	19:14	MVB=J10; REPLACE THE MECH, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS
04/28/2009	15:14	SPOKE TO MIKE IN SERVICE AND THEY ARE HOLDING ON PARTS.....P2
05/13/2009	16:10	REPLACED MECHATRONICS AFTER WAITING 3 WEEKS FOR PARTS. SET BASIC SETTINGS TWICE TEST DROVE TWICE, PROBLEM RESOLVED... SMOOTH SHIFTING, SMOOTH ENGAGING.. NO LUNGING AT START OFF. VEHICLE DELIVERED.
05/13/2009	16:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/13/2009	16:13	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS AFTER WAITING 3 WEEKS FOR PARTS. SET BASIC SETTINGS TWICE TEST DROVE TWICE, PROBLEM RESOLVED... SMOOTH SHIFTING, SMOOTH ENGAGING.. NO LUNGING AT START OFF. VEHICLE DELIVERED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443711	RABBIT	2008	VVWVFV71K68W [REDACTED]	14966	3885	04/21/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/21/2009	18:21	CUSTOMER STATES THAT VEHICLE JERKS OF BUCKS AT LOW SPEES UNDER 20MPH. ROAD TESTED VEHICLE AND FOUND THAT WHEN IN TRAFFIC IF YOU LET THE VEHICLE IDLE AND COAST SLOWLY, WHEN YOU TRY TO GIVE IT GAS IT JERKS VILENTLY AND THEN CONTINUES TO ACCELERATE. NO FAULTS IN VEHICLE SYSTEMS. SOFTWARE PART NUMBER FOR THE ECM IS 1K0907115S. SOFTWARE LEVLE 0020 AND TCM PART NUMBER IS 02E300044J SOFTWARE LEVLE 1408.
04/21/2009	18:21	ISSUE OPENED BY DEALERSHIP
04/21/2009	18:44	CUSTOMER COMMENTS: CUSTOMER STATES THAT VEHICLE JERKS OF BUCKS AT LOW SPEES UNDER 20MPH. ROAD TESTED VEHICLE AND FOUND THAT WHEN IN TRAFFIC IF YOU LET THE VEHICLE IDLE AND COAST SLOWLY, WHEN YOU TRY TO GIVE IT GAS IT JERKS VILENTLY AND THEN CONTINUES TO ACCELERATE. NO FAULTS IN VEHICLE SYSTEMS. SOFTWARE PART NUMBER FOR THE ECM IS 1K0907115S. SOFTWARE LEVLE 0020 AND TCM PART NUMBER IS 02E300044J SOFTWARE LEVLE 1408.
04/21/2009	18:44	SET BASIC SETTINGS AND SEE IF CONCERN CHANGES, IF NOT GET MVB 54 FROM THE TCM
04/21/2009	19:26	ADVISE TECH REPLACE MECHATRONICS AND PERFORM BASIC SETTINGS.
04/28/2009	16:47	D2- WAS INFORMED THAT THE ADVISOR WAS OUT AND WAS TRANSFERRED TO SERVICE MANAGER'S VOICE MAIL. LEFT MESSAGE ASKING FOR AN UPDATE ON CAR'S STATUS.
04/28/2009	18:52	CHECKED BACK LOT FOR VEHICLE. CUSTOMER HAS ALREADY PICKED VEHICLE UP AND IS SCHEDULED TO COME BACK WHEN PART ARIVES. SORRY FOR NOT CLOSING TICKET. WILL REOPEN WHEN PART ARIVES.
04/28/2009	19:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2009	19:57	ISSUE UPDATED

Consultant's Closing Comments

CHECKED BACK LOT FOR VEHICLE. CUSTOMER HAS ALREADY PICKED VEHICLE UP AND IS SCHEDULED TO COME BACK WHEN PART ARIVES. SORRY FOR NOT CLOSING TICKET. WILL REOPEN WHEN PART ARIVES.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443831	RABBIT	2009	WVWFD71K09W [REDACTED]	13103	3885	04/22/2009	USA

Workshop Finding
JERKS

Activity Date	Activity Time	Activity Comments
04/22/2009	10:35	CUSTOMER STATES TRANSMISSION LURCHES WHEN LEAVING STOP SIGNS OR PARKING IN A SPOT. TEST DROVE VEHICLE AND VEHICLE JERKS VERY HARD WHEN TAKING OFF FROM A STOP OR TURNING INTO A SPOT. CHECKED CODES, NO CODES ARE PRESENT IN ANY SYSTEM OF THE VEHICLE. SET BASIC SETTINGS ON TRANSMISSION AND DID NOT CHANGE TRANSMISSION FUNCTION.
04/22/2009	10:35	ISSUE OPENED BY DEALERSHIP
04/22/2009	10:39	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION LURCHES WHEN LEAVING STOP SIGNS OR PARKING IN A SPOT. TEST DROVE VEHICLE AND VEHICLE JERKS VERY HARD WHEN TAKING OFF FROM A STOP OR TURNING INTO A SPOT. CHECKED CODES, NO CODES ARE PRESENT IN ANY SYSTEM OF THE VEHICLE. SET BASIC SETTINGS ON TRANSMISSION AND DID NOT CHANGE TRANSMISSION FUNCTION.
04/22/2009	10:39	PLEASE GET MVB 64 AND 54 IN 02
04/22/2009	10:39	WORKSHOP FINDINGS: JERKS
04/22/2009	10:45	MVB 54= J20K0415, MVB 64= 0 0
04/22/2009	10:47	REPLCE MECHTRONICS, FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS
04/22/2009	10:57	ORDERED MECHATRONICS UNIT, FLUID, AND FILTER
04/22/2009	13:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2009	13:28	ISSUE UPDATED

Consultant's Closing Comments
REPLCE MECHTRONICS, FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443849	EOS	2008	WVWFA71F68V [REDACTED]	11345	3885	04/22/2009	USA

Workshop Finding

THE CUSTOMER STATES THE VEHICLE JERKS

Activity Date	Activity Time	Activity Comments
04/22/2009	10:49	ISSUE OPENED BY DEALERSHIP
04/22/2009	10:49	THE CUSTOMER STATES THE VEHICLE JERKS AS THOUGH IT IS A MANUAL WHEN STARTING OFF SLOWLY. VERIFIED THE CONCERN, FOUND THE TRANSMISSION IS VERY HARSH OFF IDLE AND SURGES AT LOW SPEEDS. USED GFF TO SET BASIC SETTINGS AND TEST DROVE- STILL HAPPENS. SET DSG BASIC SETTINGS WITH VB 61 AND VB 60, STILL HAPPENS.
04/22/2009	10:54	CUSTOMER COMMENTS: THE CUSTOMER STATES THE VEHICLE JERKS AS THOUGH IT IS A MANUAL WHEN STARTING OFF SLOWLY. VERIFIED THE CONCERN, FOUND THE TRANSMISSION IS VERY HARSH OFF IDLE AND SURGES AT LOW SPEEDS. USED GFF TO SET BASIC SETTINGS AND TEST DROVE- STILL HAPPENS. SET DSG BASIC SETTINGS WITH VB 61 AND VB 60, STILL HAPPENS.
04/22/2009	10:54	PLEASE GET MVB 54 IN 02
04/22/2009	10:54	WORKSHOP FINDINGS: THE CUSTOMER STATES THE VEHICLE JERKS
04/22/2009	11:01	REPLACE MECHATRONIC'S NEW FLUID AND FILTER, THEN SET BASIC SETTING AFTER REPAIRS
04/22/2009	11:42	ORDERED NEW MECHATRONIC, FLUID AND FILTER.
04/22/2009	13:28	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2009	13:28	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHTRONICS, FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443876	JETTA	2007	3VWXJ81K77M [REDACTED]	50188	3885	04/22/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/22/2009	11:18	CUSTOMER STATES MIL COMES ON, AND VEHICLE BUCKS ALL THE TIME IN STOP AND GO TRAFFIC. VAS 5052 DIAG NO DTC'S EXTENDED ROAD TEST VERIFIED HESITAION AND JERKING WHEN STARTING FROM A STOP IN DRIVE AND REVERSE. NO DTC'S. QUESTION ABOUT THE FOLLOWING TECH BULLETIN THAT MAY APPLY. DO DTC'S HAVE TO BE PRESENT TO PERFORM THIS REPAIR AS PER THE TECH BULLETIN.
		TECHNICAL SERVICE BULLETIN TRANSACTION NO.: 2012681/3 37-06-07 - TRANSMISSION, DSG, INTERMITTENT ENGAGEMENT DELAY (02E) RELEASE DATE: MAY 21, 2008
		CONDITION
		TRANSMISSION, DSG*, INTERMITTENT ENGAGEMENT DELAY UPON ACCELERATION
		* DSG IS VOLKSWAGEN GROUP'S TRADEMARK FOR DOUBLE CLUTCH TRANSMISSION.
		INTERMITTENT DELAY IN POWER TRANSFER UPON ACCELERATION, MAY BE ACCOMPANIED BY A SLIGHT JERKING SENSATION WHEN PULLING AWAY ON VEHICLES WITH DSG TRANSMISSION.
		UPON ACCELERATION ENGINE RPMS MAY REACH BETWEEN 2000 RPM AND 4000 RPM BEFORE THE VEHICLE WILL PULL AWAY. THE COMPLAINT OCCURS MAINLY ON WARM ENGINE.
		37 06 07 DEC. 22, 2006 2012681
04/22/2009	11:18	TECHNICAL BACKGROUND
		FAILURE OF THE SENSOR FOR THE TRANSMISSION RPM INPUT -G182- AND FOR THE CLUTCH TEMPERATURE SENSOR -G509-, CAUSED BY:
		A?? WIRING HARNESS CONNECTOR NOT CORRECTLY SLOTTED.
		A?? SENSOR FAULTY OR WIRING HARNESS DAMAGE.
		EITHER ONE OF THE FAULT ENTRIES MAY BE LOGGED IN THE FAULT MEMORY:
		17100 OR P0716 INPUT TURBINE/SPEED SENSOR (A) CIRCUIT RANGE/PERFORMANCE
		18148 OR P1740 CLUTCH TEMPERATURE MONITORING
04/22/2009	11:18	ISSUE OPENED BY DEALERSHIP
04/22/2009	11:26	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. PLEASE CLOSE TICKET AND OPEN NEW IF NEEDED WHEN PART ARRIVES.
04/29/2009	16:46	SPOKE WITH GLEN. CAR IS GONE. D1
05/08/2009	14:44	ORDERED PART, CUSTOMER TOOK VEHICLE
05/08/2009	14:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	14:53	ISSUE UPDATED

Consultant's Closing Comments

D1 ORDERED MECHANTRONICS UNIT, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443947	EOS	2008	WVWFA71FX8V [REDACTED]	5776	3885	04/22/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/22/2009	12:12	CAR BUCKS WHEN BACKING UP AND WHEN MOVING AT VERY LOW SPEED.NO FAULT FOUND.CUSTOMER HAD A EOS BEFORE AND IT WAS DOING THE SAME THING COULD NOT FIND ANYTHING WRONG AND THE CAR WAS BOUGHT BACK BY THE COMPANY.THE COSTOMER GOT ANOTHER EOS AND IT HAS THE SAME PROBLEM.NEED ADVISE.
04/22/2009	12:12	ISSUE OPENED BY DEALERSHIP
04/22/2009	12:17	CUSTOMER COMMENTS: CAR BUCKS WHEN BACKING UP AND WHEN MOVING AT VERY LOW SPEED.NO FAULT FOUND.CUSTOMER HAD A EOS BEFORE AND IT WAS DOING THE SAME THING COULD NOT FIND ANYTHING WRONG AND THE CAR WAS BOUGHT BACK BY THE COMPANY.THE COSTOMER GOT ANOTHER EOS AND IT HAS THE SAME PROBLEM.NEED ADVISE.
04/22/2009	12:17	PLEASE REPLACE THE MECH UNIT.
04/22/2009	12:23	WILL ORDER THE MECH. UNIT AND INSTALL WHEN IT ARRIVE.
04/22/2009	12:25	CLOSEING OUT THIS TICKET.
04/22/2009	17:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2009	17:35	ISSUE UPDATED

Consultant's Closing Comments

WILL ORDER THE MECH. UNIT AND INSTALL WHEN IT ARRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443995	JETTA	2008	3VWRA71KX8M [REDACTED]	18631	3885	04/22/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/22/2009	13:04	CUSTOMER STATES WHEN IN 1ST AND REVERSE STOP AND ACCEL VEHICLE LUNGES
04/22/2009	13:04	ISSUE OPENED BY DEALERSHIP
04/22/2009	13:12	CUSTOMER COMMENTS: CUSTOMER STATES WHEN IN 1ST AND REVERSE STOP AND ACCEL VEHICLE LUNGES
04/22/2009	13:12	PLEASE REPLACE THE MECH UNIT.
04/29/2009	12:02	SPOKE TO STEVEN - PART ON ORDER. THE CUSTOMER TOOK THE CAR AND WILL TAKE IT BACK WHEN THE PART COMES IN. ADVISE TO HAVE THE TECH CLSOE THE VTA AND REOPEN IOF NECESSARY WHEN THE PART IS INSTALLED.
05/06/2009	14:18	CAR GONE
05/06/2009	15:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2009	15:05	ISSUE UPDATED

Consultant's Closing Comments

PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
443999	JETTA	2008	3VWRA71K48M [REDACTED]	12205	3885	04/22/2009	USA

Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
04/22/2009	13:08	CUSTOMER STATES THE TRANS IS HAVING PROBLEMS SHIFTING. HE LISTS MULTIPLE CONCERNS THAT I'VE DUPLICATED. WILL BE CALLING TO DISCUSS FURTHER. THANKS
04/22/2009	13:08	ISSUE OPENED BY DEALERSHIP
04/22/2009	13:12	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANS IS HAVING PROBLEMS SHIFTING. HE LISTS MULTIPLE CONCERNS THAT I'VE DUPLICATED. WILL BE CALLING TO DISCUSS FURTHER. THANKS
04/22/2009	13:12	PLEASE GET MVB 54 IN 02 J11
04/22/2009	13:12	WORKSHOP FINDINGS: JERKS WHILE DRIVING
04/22/2009	13:13	REPLACE MECHATRONICIS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS
04/22/2009	13:25	ORDERED NEW MECHATRONICS UNIT, TRANS FILTER AND FLUID. THANKS
04/22/2009	13:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2009	13:35	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICIS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444106	JETTA	2008	3VWRA71K88M [REDACTED]	9537	3885	04/22/2009	USA

Workshop Finding

TECH STATES FLUID LEVEL AND CONDITION OK AND HE CAN DUPLICATE THE CONCERN

Activity Date	Activity Time	Activity Comments
04/22/2009	15:05	ISSUE OPENED BY DEALERSHIP
04/22/2009	15:05	WHEN ACCELERATING THE VEHICLE WILL JERK HARD AND WHEN AT A CONPLITE STOP VEHICLE WILL ALSO JERKS HARD.
04/23/2009	12:18	CUSTOMER COMMENTS: WHEN ACCELERATING THE VEHICLE WILL JERK HARD AND WHEN AT A CONPLITE STOP VEHICLE WILL ALSO JERKS HARD.
04/23/2009	12:18	PERFORM BASIC SETTINGS MANUALLY 61 AND 60 AND PERFORM ROAD TEST. IF THE PROBLEM IS STILL PRESENT GET MBV 54 AND 64 AND CALL BACK.
04/23/2009	12:18	WORKSHOP FINDINGS: TECH STATES FLUID LEVEL AND CONDITION OK AND HE CAN DUPLICATE THE CONCERN
04/23/2009	16:11	MVB 64 HAS 0 AND 0, AND 54 HAS J11. TECH STATES BASIC SETTING DID NOT CORRECT CONCERN SO I RECOMMEND REPLACING THE MECHATRONIC, FILTER, FLUID AND BOLTS.
04/28/2009	12:57	PARTS ORDERED 04/23/09 AND PARTS DEPOT TOLD AS PARTS IS GOING TO ARRIVED ON MAY 8.
04/28/2009	13:07	THANKS FOR THE UPDATE
04/29/2009	12:02	BASED ON PREVIOUS UPDATE. P1
05/04/2009	14:55	REPLACE MEGATRONIC TOP FLUID BASIC SETTING TEST DRIVE CAR OK NOW
05/04/2009	16:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	16:32	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MEGATRONIC TOP FLUID BASIC SETTING TEST DRIVE CAR OK NOW

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444225	JETTA	2008	3VWRJ71K28M [REDACTED]	9600	3885	04/22/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/22/2009	17:02	CUSTOMER STATES TRANSMISSION SLIPS. ROAD TESTED AND VERIFIED COMPLAINT. WARM OR COLD, WHEN STOPPED, IN GEAR, IE. STOP SIGN, WHEN TAKING OFF, ENGINE REVS AND TRANS SLAMS INTO GEAR. HAPPENS IN DRIVE OR REVERSE. ALL OTHER UP OR DOWN-SHIFTS ARE NORMAL. WHEN SLOWING FOR A STOP, 1 OUT 5 TIMES IT FEEL LIKE ITS STUCK IN GEAR AND THE ENGINE BOGGS DOWN. SCANNED WITH 5051B, NO FAULTS STOREN IN ECM OR TCM. CHECKED TRANS FLUID LEVEL, OK. PERFORMED BASIC SETTINGS, NO CHANGE.
04/22/2009	17:02	ISSUE OPENED BY DEALERSHIP
04/22/2009	17:12	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SLIPS. ROAD TESTED AND VERIFIED COMPLAINT. WARM OR COLD, WHEN STOPPED, IN GEAR, IE. STOP SIGN, WHEN TAKING OFF, ENGINE REVS AND TRANS SLAMS INTO GEAR. HAPPENS IN DRIVE OR REVERSE. ALL OTHER UP OR DOWN-SHIFTS ARE NORMAL. WHEN SLOWING FOR A STOP, 1 OUT 5 TIMES IT FEEL LIKE ITS STUCK IN GEAR AND THE ENGINE BOGGS DOWN. SCANNED WITH 5051B, NO FAULTS STOREN IN ECM OR TCM. CHECKED TRANS FLUID LEVEL, OK. PERFORMED BASIC SETTINGS, NO CHANGE.
04/22/2009	17:12	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
04/23/2009	08:24	PARTS ORDERED. THANKS.
04/23/2009	14:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	14:20	ISSUE UPDATED

Consultant's Closing Comments
PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444268	EOS	2008	WVWBA71F88V [REDACTED]	8354	3885	04/22/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/22/2009	18:33	ISSUE OPENED BY DEALERSHIP
04/22/2009	18:33	WHILE ACC. CAR JERKS,(FROM A STOP),FLUID LEVEL OK
04/22/2009	18:36	CUSTOMER COMMENTS: WHILE ACC. CAR JERKS,(FROM A STOP),FLUID LEVEL OK
04/22/2009	18:36	PLEASE REPLACE THE MECH UNIT.
04/22/2009	18:40	ORDERED UNIT FOR CAR, CAR GONE
04/22/2009	18:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2009	18:53	ISSUE UPDATED

Consultant's Closing Comments
ORDERED UNIT FOR CAR, CAR GONE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444277	EOS	2008	WVWFA71F78V [REDACTED]	8090	3885	04/22/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/22/2009	18:49	CUSTOMER STATES VEHICLE HAS HESITATE WHEN ACCEL FROM STOP. RAN GFF NO FAULTS IN ANY MODULES.
04/22/2009	18:49	ISSUE OPENED BY DEALERSHIP
04/22/2009	18:52	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE HAS HESITATE WHEN ACCEL FROM STOP. RAN GFF NO FAULTS IN ANY MODULES.
04/22/2009	18:52	PLEASE REPLACE THE MECH UNIT.
04/22/2009	19:05	PARTS ON ORDER
04/22/2009	19:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/22/2009	19:09	ISSUE UPDATED

Consultant's Closing Comments

PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444323	EOS	2008	WVWBA71F98V [REDACTED]	20818	3885	04/23/2009	USA

Workshop Finding

HESITTATION WHILE DRIVING

Activity Date	Activity Time	Activity Comments
04/23/2009	08:48	CUST STS: TRANS IS HESITATING AT TIMES. DUPLICATED CONCERN. TRANSMISSION SPORATICLY HAS A DELAYED ENGAUEMENT FROM STOP TO ACELL. NO FAULTS IN GEARBOX ELEC. CORRECTED IMRC VALVE FAULT IN ECM. FLUID LEVEL IS OK AND TRANSPARENT. SET BASIC SETTINGS USING VSD AND PROBLEM STILL OCCURS. GR BX ELEC. MVB 54: H28G0610
04/23/2009	08:48	ISSUE OPENED BY DEALERSHIP
04/23/2009	08:55	ADVISE TECH TO REPLACE MECHATRONICS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS
04/23/2009	08:55	CUSTOMER COMMENTS: CUST STS: TRANS IS HESITATING AT TIMES. DUPLICATED CONCERN. TRANSMISSION SPORATICLY HAS A DELAYED ENGAUEMENT FROM STOP TO ACELL. NO FAULTS IN GEARBOX ELEC. CORRECTED IMRC VALVE FAULT IN ECM. FLUID LEVEL IS OK AND TRANSPARENT. SET BASIC SETTINGS USING VSD AND PROBLEM STILL OCCURS. GR BX ELEC. MVB 54: H28G0610
04/23/2009	08:55	WORKSHOP FINDINGS: HESITTATION WHILE DRIVING
04/23/2009	09:02	ORDERED PARTS, THANKS.
04/23/2009	10:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	10:51	ISSUE UPDATED

Consultant's Closing Comments

ADVISE TECH TO REPLACE MECHATRONICS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444401	JETTA	2008	3VWRJ71K88M [REDACTED]	17172	3885	04/23/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/23/2009	10:31	CUSTOMER STATES WHEN VEHICLE IS PUT INTO REVERSE GEAR THE R ON THE PRNDS FLASHES. ALSO, WHEN ACCELERATING IN DRIVE RANGE RPMS FLARE AND JERK INTO GEAR.
04/23/2009	10:31	ISSUE OPENED BY DEALERSHIP
04/23/2009	10:46	FOLLOWED TEST LOG OUTLINED IF GFF. ORIGINALLY WOULD NOT RESET DSG BASIC SETTING USING THE TEST PLAN. MANUALLY PERFORMED BASIC SETTING. CUSTOMER COMPLAINT IS STILL PRESANT. ATTACHED GFF AND VSD LOGS.
04/23/2009	10:54	CUSTOMER COMMENTS: CUSTOMER STATES WHEN VEHICLE IS PUT INTO REVERSE GEAR THE R ON THE PRNDS FLASHES. ALSO, WHEN ACCELERATING IN DRIVE RANGE RPMS FLARE AND JERK INTO GEAR.
04/23/2009	10:54	MVB 54 J08. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
04/23/2009	10:56	ORDERING PARTS PER CONSULTANTS REQUEST.
04/23/2009	10:58	COMPLETE
04/23/2009	11:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	11:40	ISSUE UPDATED

Consultant's Closing Comments
D1 ORDERING PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444519	EOS	2008	WVWFA71F38V [REDACTED]	6025	3885	04/23/2009	USA

Workshop Finding

SCANNED VEHICLE FOR CODES USING GUIDED FAULT FINDING. NO CODES DETECTED

Activity Date	Activity Time	Activity Comments
04/23/2009	12:03	ISSUE OPENED BY DEALERSHIP
04/23/2009	12:03	WHEN AT A STOP AND THEN GO TO ACCELERATE, THEIR IS A HESITATION THEN VEHICLE GOES INTO GEAR HARSHLY, ALSO SHIFTS DONT SEEM SMOOTH. SCANNED VEHICLE FOR CODES USING GUIDED FAULT FINDING. NO CODES DETECTED
04/23/2009	12:10	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
04/23/2009	12:10	CUSTOMER COMMENTS: WHEN AT A STOP AND THEN GO TO ACCELERATE, THEIR IS A HESITATION THEN VEHICLE GOES INTO GEAR HARSHLY, ALSO SHIFTS DONT SEEM SMOOTH.
04/23/2009	12:10	WORKSHOP FINDINGS: SCANNED VEHICLE FOR CODES USING GUIDED FAULT FINDING. NO CODES DETECTED
04/23/2009	12:12	ORDERED REQUIRED PARTS.
04/23/2009	13:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	13:45	ISSUE UPDATED

Consultant's Closing Comments

D1 ORDERED MECHATRONICS UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444686	EOS	2008	WVWFA71F58V [REDACTED]	10208	3885	04/23/2009	USA

Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
04/23/2009	14:54	HELLO. THE TRANSMISSION IS SHIFTING REALLY BAD. I INHERITED THE JOB FROM ANOTHER TECH WHO IS OUT FOR A WHILE. HIS PREVIOUSLY CHECKED THE FLUID LEVEL AND SAID IT WAS GOOD. I WENT INTO GF AND RESET ALL OF THE BASIC SETTINGS ON THE TRANSMISSION WITH THE TEST PLAN AND RESET THE T.B., KICKDOWN, ETC. DROVE THE CAR AND SAME PROBLEM. AT IDLE, FOOT OFF THE BRAKE PEDAL THE CAR STAYS IN NUETRAL FOR ABOUT 1-2 SECONDS, YOU FEEL THE TRANS ENGUAGE WITH A LUNGE FORWARD AND FEELS LIKE IT ROCKS FORWARD AND BACK OR YOU COULD EVEN CALL IT A SHIMMY(WITH THE FOOT STILL OFF THE BRAKE AND GAS. THIS IS NOT THE OBVIOUS HESITATION NORMALLY FELT WITH DSG. WHEN YOU DRIVE OFF THE TRANS STUMBLES ON ITSELF LIKE YOU ARE DRIVING ON RAILROAD TRACKS. ON THE DRIVE IT SHIFTS OK UNTIL THE 2-3 SHIFT WHERE THE RPM STAYS PUT, THE SPEED STAYS THE SAME AND A NOISE IS HEARD LIKE IT IS TRYING TO SHIFT INTO TWO GEARS AT THE SAME TIME DURING THE LULL. IT NEVER IS THE SAME AMOUNT OF LENGTH OF TIME BUT IT DOES HAPPEN EVERYTIME. THERE ARE STILL 0 FAULTS AND I DID NOT SEE ANY TECH BULLETINS, TECH TIPS OR TECH SOLUTIONS THAT WOULD HELP ME OUT. I COULD USE SOME HELP PLEASE, THANK YOU FOR YOUR TIME.
04/23/2009	14:54	ISSUE OPENED BY DEALERSHIP
04/23/2009	16:27	CUSTOMER COMMENTS: HELLO. THE TRANSMISSION IS SHIFTING REALLY BAD. I INHERITED THE JOB FROM ANOTHER TECH WHO IS OUT FOR A WHILE. HIS PREVIOUSLY CHECKED THE FLUID LEVEL AND SAID IT WAS GOOD. I WENT INTO GF AND RESET ALL OF THE BASIC SETTINGS ON THE TRANSMISSION WITH THE TEST PLAN AND RESET THE T.B., KICKDOWN, ETC. DROVE THE CAR AND SAME PROBLEM. AT IDLE, FOOT OFF THE BRAKE PEDAL THE CAR STAYS IN NUETRAL FOR ABOUT 1-2 SECONDS, YOU FEEL THE TRANS ENGUAGE WITH A LUNGE FORWARD AND FEELS LIKE IT ROCKS FORWARD AND BACK OR YOU COULD EVEN CALL IT A SHIMMY(WITH THE FOOT STILL OFF THE BRAKE AND GAS. THIS IS NOT THE OBVIOUS HESITATION NORMALLY FELT WITH DSG. WHEN YOU DRIVE OFF THE TRANS STUMBLES ON ITSELF LIKE YOU ARE DRIVING ON RAILROAD TRACKS. ON THE DRIVE IT SHIFTS OK UNTIL THE 2-3 SHIFT WHERE THE RPM STAYS PUT, THE SPEED STAYS THE SAME AND A NOISE IS HEARD LIKE IT IS TRYING TO SHIFT INTO TWO GEARS AT THE SAME TIME DURING THE LULL. IT NEVER IS THE SAME AMOUNT OF LENGTH OF TIME BUT IT DOES HAPPEN EVERYTIME. THERE ARE STILL 0 FAULTS AND I DID NOT SEE ANY TECH BULLETINS, TECH TIPS OR TECH SOLUTIONS THAT WOULD HELP ME OUT. I COULD USE SOME HELP PLEASE, THANK YOU FOR YOUR TIME.
04/23/2009	16:27	PLEASE GET MVB 54 IN 02
04/23/2009	16:27	WORKSHOP FINDINGS: JERKS WHILE DRIVING
04/23/2009	16:30	REPLACE MECHATRONICS FLUID AND FILTER
04/23/2009	16:30	SET BASIC SETTING AFTER REPAIRS
04/23/2009	16:35	AWESOME, THANK YOU AGAIN MARK FOR YOU HELP. HAVE A GREAT WEEK. CLOSING.
04/23/2009	16:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	16:40	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS FLUID AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444744	EOS	2008	WVWBA71F88V [REDACTED]	11452	3735	04/23/2009	USA

Workshop Finding

NO FAULTS IN GFF PERFORMED ADAPTATION WITH NO CHANGE. THAN PERFORMED CAPACITIVE DISCHARGE AND REPERFORMED ADAPTATION AGAIN WITH NO CHANGE. FLUID AT SPECIFIED LEVEL CONDITION IS NOT BURNT.

Activity Date	Activity Time	Activity Comments
04/23/2009	16:03	CUSTOMERS CONCERN OF VEHICLE DOESM NOT MOVE WHEN ACCELERATOR PRESSED, AND ROLLS BACK A FEW FEET BEFORE A HARSH ENGAGEMENT. NO FAULTS IN GFF PERFORMED ADAPTATION WITH NO CHANGE. THAN PERFORMED CAPACITIVE DISCHARGE AND REPERFORMED ADAPTATION AGAIN WITH NO CHANGE. FLUID AT SPECIFIED LEVEL CONDITION IS NOT BURNT.
04/23/2009	16:03	ISSUE OPENED BY DEALERSHIP
04/23/2009	16:07	ADVISE TECH STATE MVB 54 IN TCM =J06F0524 . ADVISE TECH TO REPLACE MECHATRONICS FLUID FILTER AND BOLTS . PERFORM BASIC SETTINGS.
04/23/2009	16:07	CUSTOMER COMMENTS: CUSTOMERS CONCERN OF VEHICLE DOESM NOT MOVE WHEN ACCELERATOR PRESSED, AND ROLLS BACK A FEW FEET BEFORE A HARSH ENGAGEMENT.
04/23/2009	16:07	WORKSHOP FINDINGS: NO FAULTS IN GFF PERFORMED ADAPTATION WITH NO CHANGE. THAN PERFORMED CAPACITIVE DISCHARGE AND REPERFORMED ADAPTATION AGAIN WITH NO CHANGE. FLUID AT SPECIFIED LEVEL CONDITION IS NOT BURNT.
04/23/2009	18:52	ISSUE SENT TO DEALERSHIP
04/27/2009	10:03	PART ON ORDER, THANKS FOR THE HELP. ERIC KRAUSE
04/27/2009	19:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/27/2009	19:14	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS FLUID FILTER AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444776	EOS	2008	WVWBA71F28V [REDACTED]	22596	3885	04/23/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/23/2009	16:41	ISSUE OPENED BY DEALERSHIP
04/23/2009	16:41	TRANSMISSION AU DEPART SUR DRIVE OU REVERSE DONNE UN BON COUP ET VIBRE FAIRE ESSAIE POSITION SUR FREIN A MAIN TOUJOUR VIBRATION
04/23/2009	16:48	CUSTOMER COMMENTS: TRANSMISSION AU DEPART SUR DRIVE OU REVERSE DONNE UN BON COUP ET VIBRE FAIRE ESSAIE POSITION SUR FREIN A MAIN TOUJOUR VIBRATION
04/23/2009	16:48	VERIFIE SWITCH A FREIN FAIT BASIC SETTING ET REMPLACE MECHATRONIC
04/29/2009	08:31	ON DEVRAIS REA?EVOIR LLA PIECE AUJOURD'HUI LE 29 AVRIL , ON VOUS REDONNES DES NOUVELLES ASAP. MERCI DANY
04/29/2009	12:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2009	12:15	ISSUE UPDATED

Consultant's Closing Comments
MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444809	RABBIT	2008	WVWHV71K08W [REDACTED]	22753	3885	04/23/2009	USA

Workshop Finding

TECH STATES TRANS FEELS LIKE IT IS SLIPPING. IN MVB 64 THE READINGS ARE 0, 0.

Activity Date	Activity Time	Activity Comments
04/23/2009	17:41	CUSTOMER REPORTS HESITATION FROM A STOP- TEST DROVE VEHICLE FOUND DELAY WHEN AT IDLE AND GO TO ACCELERATE WILL JERK INTO GEAR- NO FAULTS IN ANY MODULE-CHECK FLUID LEVEL OK CONDITION LOOKS OK NOT BURNT NO METAL MATERIAL- PROCEEDED TO CLEAR FAULT MEMORY IN ENGINE AND TRANSMISSION MODULES SET BASIC SETTING 61 AND 60 IN TRANSMISSION TEST DROVE VEHICLE APROX. 15 MILES- CHECK SERIAL NUMBER IN VALUE BLOCK 54- H46E0138
04/23/2009	17:41	ISSUE OPENED BY DEALERSHIP
04/23/2009	17:47	CUSTOMER COMMENTS: CUSTOMER REPORTS HESITATION FROM A STOP- TEST DROVE VEHICLE FOUND DELAY WHEN AT IDLE AND GO TO ACCELERATE WILL JERK INTO GEAR- NO FAULTS IN ANY MODULE-CHECK FLUID LEVEL OK CONDITION LOOKS OK NOT BURNT NO METAL MATERIAL- PROCEEDED TO CLEAR FAULT MEMORY IN ENGINE AND TRANSMISSION MODULES SET BASIC SETTING 61 AND 60 IN TRANSMISSION TEST DROVE VEHICLE APROX. 15 MILES- CHECK SERIAL NUMBER IN VALUE BLOCK 54- H46E0138
04/23/2009	17:47	TECH IS TO REPLACE THE MECHATRONIC, BOLTS, FLUID, AND FILTER. PERFORM BASIC SETTINGS MANUALLY AGAIN.
04/23/2009	17:47	WORKSHOP FINDINGS: TECH STATES TRANS FEELS LIKE IT IS SLIPPING. IN MVB 64 THE READINGS ARE 0, 0.
04/23/2009	17:55	ORDERED MECHATRONICS UNIT WITH BOLTS, FLUID AND FILTER
04/23/2009	17:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/23/2009	17:56	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONICS UNIT WITH BOLTS, FLUID AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444876	RABBIT	2008	WVWHV71K08W [REDACTED]	9979	3885	04/24/2009	USA

Workshop Finding

COUSTOMER STATES WHEN MOVING FROM A STOP THE TRANS PAUSES AND MAKES A CLUNK NOISE

Activity Date	Activity Time	Activity Comments
04/24/2009	08:48	COUSTOMER STATES WHEN MOVING FROM A STOP THE TRANS PAUSES AND MAKES A CLUNK NOISE AND THEN MOVES. HAPPENS ALOT IN STOP AND GO TRAFFIC WHEN TRANS IS HOT. VERIFIED COMPLAINT, TRANS SEEM TO HESITATE THEN SHIFTS HARD AND IS REALLY HARD ON THE CLUTCH WHILE TAKING OFF. RAN GFF NO FAULTS FOUND IN DSG. WOULD AN ADAPTATION RESET HELP? JUSTIN GREENE
04/24/2009	08:48	ISSUE OPENED BY DEALERSHIP
04/24/2009	08:56	CUSTOMER COMMENTS: COUSTOMER STATES WHEN MOVING FROM A STOP THE TRANS PAUSES AND MAKES A CLUNK NOISE AND THEN MOVES. HAPPENS ALOT IN STOP AND GO TRAFFIC WHEN TRANS IS HOT. VERIFIED COMPLAINT, TRANS SEEM TO HESITATE THEN SHIFTS HARD AND IS REALLY HARD ON THE CLUTCH WHILE TAKING OFF. RAN GFF NO FAULTS FOUND IN DSG. WOULD AN ADAPTATION RESET HELP? JUSTIN GREENE
04/24/2009	08:56	J08
04/24/2009	08:56	PLEASE GET MVB 54 IN 02
04/24/2009	08:56	WORKSHOP FINDINGS: COUSTOMER STATES WHEN MOVING FROM A STOP THE TRANS PAUSES AND MAKES A CLUNK NOISE
04/24/2009	08:57	REPLACE MECHATRONCIS AND FLUID & FILTER AND SET BASIC SETTINGS AFTER REPAIRS
04/24/2009	11:43	PARTS ORDERED
04/24/2009	15:05	UPDATE CASE AFTER REPAIRS
04/28/2009	15:57	STILL AWAITING PARTS
04/29/2009	15:18	UPDATE CASE AFTER REPAIRS
05/01/2009	17:10	P1 SPOKE TO RON IN VW SERVICE, VEHICLE IS CURRENTLY HOLDING FOR PARTS.
05/04/2009	08:41	VEHICLE AWAITING PARTS
05/04/2009	09:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	09:40	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONCIS AND FLUID & FILTER AND SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444898	RABBIT	2009	WVWHV71K49W [REDACTED]	2627	3885	04/24/2009	USA

Workshop Finding

CUSTOMER STATES.... VEHICLE WILL NOT ACCELERATE, RPMS WILL REV HIGH,

Activity Date	Activity Time	Activity Comments
04/24/2009	09:17	CUSTOMER STATES.... VEHICLE WILL NOT ACCELERATE, RPMS WILL REV HIGH, HAS HAPPENED IN DRIVE AND REVERSE, PRNDL BLINKS WHEN THIS HAPPENS, CUSTOMER CAN CYCLE KEY AND EVERYTHING GOES BACK TO NORMAL. TECH FINDINGS... NO FAULTS STORED OR ACTIVE. TEST DRIVE SEVERAL TIMES AND COULD NOT DUPLICATE CONCERN. REPAIR HISTORY IS AT 92 MILES SHIFT LEVER ASSY. WAS REPLACED TO CORRECT FAULTS WITH TCM NO COMMUNICATION WITH SHIFT LEVER AT THAT TIME. REPAIR WAS ON 2 26 2009.
04/24/2009	09:17	ISSUE OPENED BY DEALERSHIP
04/24/2009	09:35	CUSTOMER COMMENTS: CUSTOMER STATES.... VEHICLE WILL NOT ACCELERATE, RPMS WILL REV HIGH, HAS HAPPENED IN DRIVE AND REVERSE, PRNDL BLINKS WHEN THIS HAPPENS, CUSTOMER CAN CYCLE KEY AND EVERYTHING GOES BACK TO NORMAL. TECH FINDINGS... NO FAULTS STORED OR ACTIVE. TEST DRIVE SEVERAL TIMES AND COULD NOT DUPLICATE CONCERN. REPAIR HISTORY IS AT 92 MILES SHIFT LEVER ASSY. WAS REPLACED TO CORRECT FAULTS WITH TCM NO COMMUNICATION WITH SHIFT LEVER AT THAT TIME. REPAIR WAS ON 2 26 2009.
04/24/2009	09:35	THE SHIFTER HAS BEEN REPLACED IF A CUSTOMER COMMENTS THAT THE KEY CAN NOT BE REMOVED FROM THE IGNITION WHEN THE TRANSMISSION IS IN PARK OR THAT THE PRND12 IS NOT READING CORRECTLY IN THE MFI, DO NOT REPLACE THE IGNITION SWITCH, LOCK CYLINDER, OR LOCK HOUSING ASSEMBLY. INSTEAD, BE SURE THE IGNITION LOCK SOLENOID IS WORKING PROPERLY AND/OR CHECK THAT THE N376, CALLED THE "CATCH" AND LISTED IN ETKA AS P/N 1K0 953 527C, IS CONNECTED TO THE LOCK HOUSING. IN SOME CASES YOU MAY GET A FAULT CODE 00194 IGNITION KEY REMOVAL FROM LOCK OPEN CIRCUIT/ SHORT TO EARTH. USE MVB 5 IN ADDRESS WORD 16-STEERING COLUMN ELECTRONICS FOR AN AID IN DIAGNOSIS
04/24/2009	09:35	WORKSHOP FINDINGS: CUSTOMER STATES.... VEHICLE WILL NOT ACCELERATE, RPMS WILL REV HIGH,
04/24/2009	11:13	ISSUE SENT TO DEALERSHIP
04/24/2009	15:15	CHECKED N376 FOR OPERATION AND INSTALLATION AND BOTH OK. QTM IS HERE AND WORKING ON CAR. HE SPOKE WITH PRODUCT SUPPORT AND CHECKED IN 02 TRANS MVB 64 FIELD 1 AND 2 FOR CLUTCH TEMPERTURES. OUR CAR WAS READING 26 AND 64 COMPARED TO ANOTHER CAR THAT READ 0 IN BOTH FIELDS. READINGS SHOULD BE 0 IN BOTH FIELDS. WE COULD NOT GET EITHER FIELD TO RESET TO 0. WE WANT TO REPLACE THE MECHATRONICS UNIT BUT IT WILL TAKE 7-10 DAYS TO GET IT. OR A NEW TRANS IS AVAIBLE IN 2-3 DAYS.
04/27/2009	16:50	ORDERED PART 02E 927 321 A TEMP SENSOR PER QTM. WE ARE REMOVING THE MECHATRONICS TODAY TO REMOVE OLD SENSOR
04/29/2009	17:06	REPLACED SENSOR AND SET BASIC SETTINGS. TEST DRIVE AND COULD NOT DUPLICATE CONDITION. RETURNED CAR TO CUSTOMER ON 4 29 09.
05/01/2009	07:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/01/2009	07:54	ISSUE UPDATED

Consultant's Closing Comments

REPLACED G502 TEMP SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444916	EOS	2008	WVWBA71F08V [REDACTED]	14471	3885	04/24/2009	USA

Workshop Finding

TECH CAN DUPLICATE THE CONCERN

Activity Date	Activity Time	Activity Comments
04/24/2009	09:32	CUSTOMER STATES TRANS LURCHES WHEN STARTING FROM A STOP, NO FAULTS IN ECM OR TCM, NO LEAKS, VERIFIED CONCERN, TRANS FLUID FULL
04/24/2009	09:32	ISSUE OPENED BY DEALERSHIP
04/24/2009	09:43	CUSTOMER COMMENTS: CUSTOMER STATES TRANS LURCHES WHEN STARTING FROM A STOP, NO FAULTS IN ECM OR TCM, NO LEAKS, VERIFIED CONCERN, TRANS FLUID FULL
04/24/2009	09:43	PERFORM BASIC SETTINGS MANUAL IN 61 AND 60. PERFORM ROAD TEST TO CONFIRM REPAIRS. IF THE VEH STILL IS ACTING UP GET THE READINGS IN MVB 54 AND 64 AND CALL BACK.
04/24/2009	09:43	WORKSHOP FINDINGS: TECH CAN DUPLICATE THE CONCERN
04/24/2009	10:20	PERFORMED BASIC SETTINGS IN TRANS. 61 AND 60, TEST DROVE TRANS STILL LURCHING, CHECKED MEASURED VALUE BLOCKS 54 H50G0539, 64 0 0
04/24/2009	10:21	PERFORMED BASIC SETTINGS IN TRANS. 61 AND 60, TEST DROVE TRANS STILL LURCHING, CHECKED MEASURED VALUE BLOCKS 54 H50G0539, 64 0 0
04/24/2009	10:26	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER AND PERFORM BASIC SETTINGS.
04/27/2009	09:45	ORDERED MECHATRONICS, BOLTS,AND FILTER, CUSTOMER RETURNING WHEN PARTS IN STOCK
04/27/2009	10:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/27/2009	10:12	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONICS, BOLTS,AND FILTER, CUSTOMER RETURNING WHEN PARTS IN STOCK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
444939	EOS	2008	WVWDB71F98V [REDACTED]	36352	3885	04/24/2009	USA

Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
04/24/2009	10:06	CUST. STATES THAT WHEN AT IDLE OR IN STOP AND GO TRAFFIC, VEHICLE IS JERKING WHEN FOOT IS RELEASED FROM BRAKE.
04/24/2009	10:06	ISSUE OPENED BY DEALERSHIP
04/24/2009	10:09	CUSTOMER COMMENTS: CUST. STATES THAT WHEN AT IDLE OR IN STOP AND GO TRAFFIC, VEHICLE IS JERKING WHEN FOOT IS RELEASED FROM BRAKE.
04/24/2009	10:09	MVB 54 H18
04/24/2009	10:09	WORKSHOP FINDINGS: JERKS WHILE DRIVING
04/24/2009	10:10	REPALCE MECHATRONCIS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS
04/24/2009	10:32	ORDERED PARTS. VEHICLE IS LEAVING.
04/24/2009	12:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/24/2009	12:27	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS MODULE ON ORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445025	JETTA	2008	3VWDJ71K38M [REDACTED]	17299	3885	04/24/2009	USA

Workshop Finding

CONCERN HAPPENS DURING A ROLLING STOP-RE ACCELL. MVB 54 =H25. FLUID LEVEL AND CONDITION ARE OK

Activity Date	Activity Time	Activity Comments
04/24/2009	11:48	C.S. WHEN ACCELERATING FROM A ROLLING STOP - 5 TO 8 MPH - THE CAR SLAMS INTO GEAR. TEST DRIVE VERIFIED COMPLAINT. DID GFF SCAN - NO DTC'S. FLUID LEVEL/CONDITION GOOD.
04/24/2009	11:48	ISSUE OPENED BY DEALERSHIP
04/24/2009	12:04	CUSTOMER COMMENTS: C.S. WHEN ACCELERATING FROM A ROLLING STOP - 5 TO 8 MPH - THE CAR SLAMS INTO GEAR. TEST DRIVE VERIFIED COMPLAINT. DID GFF SCAN - NO DTC'S. FLUID LEVEL/CONDITION GOOD.
04/24/2009	12:04	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST
04/24/2009	12:04	WORKSHOP FINDINGS: CONCERN HAPPENS DURING A ROLLING STOP-RE ACCELL. MVB 54 =H25. FLUID LEVEL AND CONDITION ARE OK
05/01/2009	15:41	SPOKE TO SCOTT STATES CAR WAITING ON PARTS P2
05/12/2009	17:43	CUSTOMER WILL BE IN FRI/5/15
05/12/2009	18:26	CUSTOMER HAS THE VEHICLE C1
05/12/2009	18:27	ISSUE SENT TO DEALERSHIP
05/15/2009	10:22	CAR IS BEING REPAIRED NOW REPLACING MEGATRONIC UNIT
05/15/2009	11:18	ISSUE SENT TO DEALERSHIP
05/19/2009	14:14	MECHATRONIC REPLACED, PROBLEM SOLVED
05/19/2009	16:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	16:11	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONIC REPLACED, PROBLEM SOLVED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445046	RABBIT	2009	WVWHD71K49W [REDACTED]	2569	3885	04/24/2009	USA

Workshop Finding

TEST DROVE VEHICLE 64 MILES AND ALL DIFFERENT TYPE OF MODES AND CAN NOT DUPLICATE CONCERN...SECOND TIME IN FOR SAME CONCERN. ANY INFO ON THIS TYPE OF CONCERN WITH DSG TRANS. THANKS

Activity Date	Activity Time	Activity Comments
04/24/2009	12:02	C/S THAT THE TRANS WILL SHIFT INTO NUETRAL AND GEAR SELECTOR INDICATORS WILL FLASH ON DASH. TEST DROVE VEHICLE 64 MILES AND ALL DIFFERENT TYPE OF MODES AND CAN NOT DUPLICATE CONCERN...SECOND TIME IN FOR SAME CONCERN. ANY INFO ON THIS TYPE OF CONCERN WITH DSG TRANS. THANKS
04/24/2009	12:02	ISSUE OPENED BY DEALERSHIP
04/24/2009	12:06	ADVISE TECH TO TRY AND DUPLICATE CONCERN MAYBE DRIVE WITH CUSTOMER.
04/24/2009	12:06	CUSTOMER COMMENTS: C/S THAT THE TRANS WILL SHIFT INTO NUETRAL AND GEAR SELECTOR INDICATORS WILL FLASH ON DASH.
04/24/2009	12:06	WORKSHOP FINDINGS: TEST DROVE VEHICLE 64 MILES AND ALL DIFFERENT TYPE OF MODES AND CAN NOT DUPLICATE CONCERN...SECOND TIME IN FOR SAME CONCERN. ANY INFO ON THIS TYPE OF CONCERN WITH DSG TRANS. THANKS
04/24/2009	12:12	THANKS
04/24/2009	13:31	PLEASE GET MVB 64 FROM THE TCM
04/24/2009	13:37	MVB 64=50/77 REPLACE THE G509 TEMP/INPUT SENSOR.
04/24/2009	13:40	ISSUE SENT TO DEALERSHIP
04/24/2009	16:28	PART IS ORDER...TRYING TO OVERNIGHT SENSOR...HOPEFULLY HAVE IS TUESDAY AT THE LASTEST.
04/24/2009	17:36	ISSUE SENT TO DEALERSHIP
04/28/2009	14:02	WARRANTY RELEASE FAXED
04/28/2009	19:14	INSTALLED PART G509--TEST DROVE VEHICLE AFTER REPAIR AND FOUND THAT MVB# 64 DID NOT CHANGE AFTER A HARD 20 MILE TEST DRIVE. THANKS FOR YOUR HELP
04/28/2009	19:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2009	19:55	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED PART G509--TEST DROVE VEHICLE AFTER REPAIR AND FOUND THAT MVB# 64 DID NOT CHANGE AFTER A HARD 20 MILE TEST DRIVE. THANKS FOR YOUR HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445091	RABBIT	2008	WVWHV71K68W [REDACTED]	6092	3885	04/24/2009	USA

Workshop Finding
SHUDDRES

Activity Date	Activity Time	Activity Comments
04/24/2009	12:54	ISSUE OPENED BY DEALERSHIP
04/24/2009	12:54	TRANSMISSION SHUDDERS WHEN PULLING AWAY FROM A STOP IN FORWARD AND REVERSE. SOMETIMES BANGS INTO GEAR. MEASURED VALUE BLOCK 54 IS H44R0065.
04/24/2009	13:00	CUSTOMER COMMENTS: TRANSMISSION SHUDDERS WHEN PULLING AWAY FROM A STOP IN FORWARD AND REVERSE. SOMETIMES BANGS INTO GEAR. MEASURED VALUE BLOCK 54 IS H44R0065.
04/24/2009	13:00	REPLACE MECHATROINCS FLUID AND FILTER
04/24/2009	13:00	WORKSHOP FINDINGS: SHUDDRES
05/01/2009	12:37	SPOKE WITH TERESEA. CAR IS GONE. C1
05/03/2009	09:28	REPLACED MECH UNIT, FLUID FILTER. ROAD TEST NOW OKAY. RETURNED VEHICLE TO CUSTOMER.
05/04/2009	09:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	09:32	ISSUE UPDATED

Consultant's Closing Comments
EPLACED MECH UNIT, FLUID FILTER. ROAD TEST NOW OKAY. RETURNED VEHICLE TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445100	EOS	2008	WVWBA71FX8V [REDACTED]	12041	3885	04/24/2009	USA

Workshop Finding

DROVE WITH CUSTOMER AND SUCCESSFULLY DEMONSTRATED THAT WHEN AT A STOP LIGHT SHE RELEASES THE BRAKE AND THE CAR WONT MOVE. THEN SHE APPLIES THE GAS AND THE CAR SLAMS INTO GEAR AND LURGES FORWARD. ALSO WHEN ENGAUGING REVERSE CAR BUCKS LIKE A FIRST TIME MANUAL TRANS DRIVER BUCKS AND GERKS. ALSO EXPERIENCED THIS IN DRIVE WHEN TAKING OFF AT A STOP.FOUND A CODE FOR FAILURE OF THE VEHICLE ELECTRICAL SYSTEM SPORADIC. COMUTER HAD AN ERROR

Activity Date	Activity Time	Activity Comments
04/24/2009	13:00	CUSTOMER COMPLAINS OF HARSH ENGAUGEMENT. DROVE WITH CUSTOMER AND SUCCESSFULLY DEMONSTRATED THAT WHEN AT A STOP LIGHT SHE RELEASES THE BRAKE AND THE CAR WONT MOVE. THEN SHE APPLIES THE GAS AND THE CAR SLAMS INTO GEAR AND LURGES FORWARD. ALSO WHEN ENGAUGING REVERSE CAR BUCKS LIKE A FIRST TIME MANUAL TRANS DRIVER BUCKS AND GERKS. ALSO EXPERIENCED THIS IN DRIVE WHEN TAKING OFF AT A STOP.FOUND A CODE FOR FAILURE OF THE VEHICLE ELECTRICAL SYSTEM SPORADIC. COMUTER HAD AN ERROR
04/24/2009	13:00	ISSUE OPENED BY DEALERSHIP
04/24/2009	13:08	ADVISE TECH TO PERFORM BASIC SETTINGS IF STILL NO CHANGE CALL BACK WITH READING FROM MVB 54 IN TCM .
04/24/2009	13:08	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF HARSH ENGAUGEMENT.
04/24/2009	13:08	WORKSHOP FINDINGS: DROVE WITH CUSTOMER AND SUCCESSFULLY DEMONSTRATED THAT WHEN AT A STOP LIGHT SHE RELEASES THE BRAKE AND THE CAR WONT MOVE. THEN SHE APPLIES THE GAS AND THE CAR SLAMS INTO GEAR AND LURGES FORWARD. ALSO WHEN ENGAUGING REVERSE CAR BUCKS LIKE A FIRST TIME MANUAL TRANS DRIVER BUCKS AND GERKS. ALSO EXPERIENCED THIS IN DRIVE WHEN TAKING OFF AT A STOP.FOUND A CODE FOR FAILURE OF THE VEHICLE ELECTRICAL SYSTEM SPORADIC. COMUTER HAD AN ERROR
04/24/2009	13:37	CONDUCTED BASIC SETTING FOR THE TRANS AND TEST DROVE THE VEHICLE ACCORDING TO THE TEST DRIVE INFO IN THE BASIC SETTING INFORMATION TAB. NO CHANGE IN THE SHIFTING. CHECKED MVB 54 FIELD 1: H35E0173
04/24/2009	13:44	REPLACE MECHATRONCIS FLUID AND FILTER AND ET BASIC SETTINGS
04/27/2009	15:12	WAITING FOR PART
04/30/2009	12:14	CUSTOMER HAS NOT COME TO THE DEALER FOR REPAIRS
04/30/2009	19:18	IF CUSTOMER TOOK VEHICLE PLEASE CLOSE VTA
05/01/2009	13:01	C1 SPOKE TO HECTOR, VEHICLE NOT AT DEALER. WAITING FOR CUSTOMER TO RETURN. ADVISED TO HAVE TECH CLOSE OUT VTA.
05/01/2009	13:22	CUSTOMER NOT COMING IN ADVISED TO CLOSE
05/04/2009	06:51	ISSUE CLOSED BY CONSULTANT - INVALID
05/04/2009	06:51	ISSUE UPDATED

Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT
CUSTOMER NOT COMING IN ADVISED TO CLOSE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445114	JETTA	2008	3VWRA71KX8M [REDACTED]	10028	3735	04/24/2009	USA

Workshop Finding
JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
04/24/2009	13:19	CUSTOMER STATES WHEN STARTING OUT FROM A STOP VEHICLE SEEMS TO JERK BEFORE GOING. FOUND IT HAPPENS WHEN RELEASING BRAKE THEN PULLIN OUT
04/24/2009	13:19	ISSUE OPENED BY DEALERSHIP
04/24/2009	13:21	CUSTOMER COMMENTS: CUSTOMER STATES WHEN STARTING OUT FROM A STOP VEHICLE SEEMS TO JERK BEFORE GOING. FOUND IT HAPPENS WHEN RELEASING BRAKE THEN PULLIN OUT
04/24/2009	13:21	MVB 54 IN 02
04/24/2009	13:21	WORKSHOP FINDINGS: JERKS WHILE DRIVING
04/24/2009	13:34	REPLACE MECHTRONICS AND FLUID AND THE FILTER SET BASIC SETTING AFTER REPAIRS
04/24/2009	14:24	THE HARSH SHIFTING CONCERN WILL NOT DAMAGE THE TRANS. IT IS MORE A COMFORT ISSUE. THE CUSTOMER CAN DRIVE THE VEHICLE WHILE THE MECHATRONIC IS ON ORDER
04/24/2009	15:48	ORDERED PARTS GIVEING CAR BACK TO CUSTOMER
04/24/2009	15:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/24/2009	15:59	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHTRONICS AND FLUID AND THE FILTER SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445135	EOS	2008	WVWBA71F58V [REDACTED]	10851	3885	04/24/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/24/2009	13:52	CUST, STATES FROM STOP TRANS JUMPS. FOUND NO FAULTS RESET T-BODY SHIFTING CONCERN STILL HAPPENS
04/24/2009	13:52	ISSUE OPENED BY DEALERSHIP
04/24/2009	13:56	CUSTOMER COMMENTS: CUST, STATES FROM STOP TRANS JUMPS. FOUND NO FAULTS RESET T-BODY SHIFTING CONCERN STILL HAPPENS
04/24/2009	13:56	PLEASE REPLACE THE MECH UNIT.
04/24/2009	14:00	ORDERED MECH. UNIT
04/24/2009	14:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/24/2009	14:19	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECH. UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445141	RABBIT	2008	WVWFD71K28W [REDACTED]	15602	3735	04/24/2009	USA

Workshop Finding

VERIFIED CUSTOMERS FIRST CONCERN. FEELS LIKE A DELAY AFTER STOPPING AT A LIGHT. COULDN'T NOTICE ANYTHING ABNORMAL WHEN SHIFTING FROM REVERSE. SCANNED DTC MEMORY FO FAULTS. TCM PART# 02E300050J MECHATRONICS # J15J0558. PLEASE BE AWARE CUSTOMER HAS CONTACTED VW CUSTOMER CARE CASE #901-000-81

Activity Date	Activity Time	Activity Comments
04/24/2009	13:58	C/S AFTER STOPPING VEHICLE JUMPS INTO GEAR ON REACCELERATION AND WHEN SHIFTING OUT OF REVERSE RPMS SURGE/DELAY IN SHIFTING. VERIFIED CUSTOMERS FIRST CONCERN. FEELS LIKE A DELAY AFTER STOPPING AT A LIGHT. COULDN'T NOTICE ANYTHING ABNORMAL WHEN SHIFTING FROM REVERSE. SCANNED DTC MEMORY FO FAULTS. TCM PART# 02E300050J MECHATRONICS # J15J0558. PLEASE BE AWARE CUSTOMER HAS CONTACTED VW CUSTOMER CARE CASE #901-000-81
04/24/2009	13:58	ISSUE OPENED BY DEALERSHIP
04/24/2009	14:02	ADVISE TECH REPLACE MECHATRONICS , FLUID , FILTER , AND BOLTS, PERFORM BASIC SETTINGS.
04/24/2009	14:02	CUSTOMER COMMENTS: C/S AFTER STOPPING VEHICLE JUMPS INTO GEAR ON REACCELERATION AND WHEN SHIFTING OUT OF REVERSE RPMS SURGE/DELAY IN SHIFTING.
04/24/2009	14:02	WORKSHOP FINDINGS: VERIFIED CUSTOMERS FIRST CONCERN. FEELS LIKE A DELAY AFTER STOPPING AT A LIGHT. COULDN'T NOTICE ANYTHING ABNORMAL WHEN SHIFTING FROM REVERSE. SCANNED DTC MEMORY FO FAULTS. TCM PART# 02E300050J MECHATRONICS # J15J0558. PLEASE BE AWARE CUSTOMER HAS CONTACTED VW CUSTOMER CARE CASE #901-000-81
04/29/2009	08:44	MECHATRONIC UNIT ON ORDER N.I.C. WILL UPDATE WHEN PART ARRIVES
04/30/2009	19:18	THANKS FOR THE UPDATE.
05/01/2009	13:37	SPOKE TO MURRY STATES AR IS WAITING ON PARTS P2
05/05/2009	08:08	STILL WAITING ON PARTS AS OF 8:00AM ON 5/5/09
05/05/2009	17:46	THANKS FOR THE UPDATE.
05/08/2009	07:30	STILL WAITING FOR THE PART- FOM IS INVOLVED - NO PART IS AVAILABLE-BACK ORDERED
05/11/2009	17:27	THANKS FOR THE UPDATE.
05/12/2009	14:00	PARTS HAVE STILL NOT ARRIVED AS OF 5/12/2009
05/12/2009	18:19	THANKS FOR THE UPDATE.
05/15/2009	09:04	PARTS STILL HAVE NOT ARRIVED YET. JUST WANTED TO UPDATE 5/15/2009
05/15/2009	09:08	SORRY GUYS HAD THIS ONE CONFUSED WITH ANOTHER VEHICLE WE ARE WAITING FOR A MECHATRONICS UNIT FOR. PARTS FOR THIS VEHICLE ARRIVED LATE YESTERDAY AFTERNOON. VEHICLE SHOULD BE COMPLETED BY THIS WEEKEND. THANKS.
05/16/2009	10:29	REPLACED MEGATRONICS UNIT, BOLTS,GASKET AND FILTER SET BASIC SETTINGS. AND TEST DROVE VEHICLE OPERATING AS DESIGNED BY MANUFACTUER
05/18/2009	17:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	17:02	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MEGATRONICS UNIT, BOLTS,GASKET AND FILTER SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445180	JETTA	2008	3VWRJ71K08M [REDACTED]	9161	3885	04/24/2009	USA

Workshop Finding

TECH HAS DUPLICATED CONCERN , TECH HAS PERFORMED BASIC SETTINGS,

Activity Date	Activity Time	Activity Comments
04/24/2009	14:41	CUSTOMER STATES VEHICLE IS VERY JERKY WHEN PULLING AWAY FROM A STOP. ALSO, TRANSMISSION BANGS INTO GEAR AT TIMES
04/24/2009	14:41	ISSUE OPENED BY DEALERSHIP
04/24/2009	14:47	ADVISE TECH TO VERIFY FLUID LEVEL AND CONDITION ALSO GET READING FROM MVB 54 IN TCM
04/24/2009	14:47	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS VERY JERKY WHEN PULLING AWAY FROM A STOP. ALSO, TRANSMISSION BANGS INTO GEAR AT TIMES
04/24/2009	14:47	WORKSHOP FINDINGS: TECH HAS DUPLICATED CONCERN , TECH HAS PERFORMED BASIC SETTINGS,
04/24/2009	15:13	MVB 54 SCREEN SHOT ATTACHED
04/24/2009	15:16	MVB 54 = J02R0482. ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER AND BOLTS.
04/24/2009	15:27	ORDERED PARTS AND SHIPPED VEHICLE UNTIL PARTS ARRIVE
04/26/2009	10:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/26/2009	10:27	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS , FLUID , FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445293	JETTA	2008	3VWRJ71K48M [REDACTED]	7717	3885	04/24/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/24/2009	17:04	CUSTOMER STATES THAT THERE IS A HARSH UPSHIFT WHEN ACCELERATING FROM A STOP. THE CAR IS JERKING WHEN GOING FROM A STOP.
04/24/2009	17:04	ISSUE OPENED BY DEALERSHIP
04/24/2009	17:07	PERFORMED BASIC SETTING OF THE TRANSMISSION IN GFF>FUNCTION/COMPONENT>POWERTRAIN>TRANSMISSION>BASIC SETTING. TEST DROVE CAR FOR 5 MILES. CONCERN STILL PERSIST.
04/24/2009	17:10	CUSTOMER COMMENTS: CUSTOMER STATES THAT THERE IS A HARSH UPSHIFT WHEN ACCELERATING FROM A STOP. THE CAR IS JERKING WHEN GOING FROM A STOP.
04/24/2009	17:10	PLEASE REPLACE THE MECH UNIT.
04/24/2009	17:19	THANKS
04/27/2009	13:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/27/2009	13:50	ISSUE UPDATED

Consultant's Closing Comments

: PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445348	JETTA	2008	3VWRJ71K08M	11980	3735	04/27/2009	USA

Workshop Finding

NO FAULTS IN CAR, TRANS DELAYS GOING IN TO GEAR,

Activity Date	Activity Time	Activity Comments
04/27/2009	08:36	ISSUE OPENED BY DEALERSHIP
04/27/2009	08:36	NO FAULTS IN CAR, TRANS DELAYS GOING IN TO GEAR,
04/27/2009	09:01	ADVISED THE TECH TO SET BASIC SETTING MANUALLY, AND THEN TEST DRIVE TO SEE IF THE CONCERN IS STILL PRESENT.. IF THE CONCERN IS STILL PRESENT AFTER TEST DRIVE THE MECHITRONICS UNIT WILL NEED TO BE REPLACED....
04/27/2009	09:01	CUSTOMER COMMENTS: NO FAULTS IN CAR, TRANS DELAYS GOING IN TO GEAR,
04/27/2009	09:01	WORKSHOP FINDINGS: NO FAULTS IN CAR, TRANS DELAYS GOING IN TO GEAR,
04/27/2009	09:11	BASICS DID NOT HELP ORDERED MECHITRONICS UNIT
04/27/2009	09:41	THANK YOU FOR UPDATE ON THE STATUS OF THE REPAIR
04/29/2009	11:31	NOTE THE PART WONT BE HERE TILL 5/5/09
04/30/2009	11:15	THANK YOU FOR THE UPDATE ON THE STATUS OF THE PARTS..... P1
05/04/2009	12:51	P1 BOB IN SERVICE STATED THEY ARE STILL WAITING ON PARTS.
05/06/2009	12:49	STILL WAITING FOR PARTS
05/06/2009	16:19	THANK YOU FOR THE UPDATE ON THE STATUS OF THE PARTS..... P1
05/07/2009	14:19	I WAS JUST TOLD THAT THE PART WONT BE HERE FOR 2 MORE WEEKS
05/07/2009	16:02	SPOKE WITH ROBERT & HE HAS STATED THAT THE CAR IS DOWN AT THE DEALER UNTIL THE MECHITRONICS UNIT COMES IN TO COMPLETE THE REPAIR..... P1
05/15/2009	16:58	PERFORMING THE BASIC SETTINGS ON THE DSG IS AN IMPORTANT DIAGNOSTIC STEP. ALTHOUGH THE BASIC SETTINGS SHOULD NOT BE PERFORMED AS A REGULAR ROUTINE, THEY CAN BE SET FOR A SYMPTOM. THE SCAN TOOL WILL AUTOMATICALLY WALK A TECHNICIAN THROUGH GFF'S OR GF'S VERSION OF BASIC SETTINGS, BUT ENGINEERING HAS FOUND THIS METHOD TO BE INSUFFICIENT. THE BASIC SETTINGS SHOULD BE DONE THROUGH VEHICLE SELF DIAGNOSIS. THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. NOTE: IF VEHICLE STALLS WHILE RUNNING BASIC SETTINGS, THE TRANSMISSION WILL NEED TO BE REPLACED. PLEASE ALSO NOTE THAT IF THE VEHICLE DOES NOT ROLL EVEN WHEN THE TRANSMISSION IS ENGAGED INTO NEUTRAL, IT IS LIKELY THAT THERE MAY BE A STUCK SHIFT FORK INTERNALLY. PLEASE DISCONNECT THE SHIFT LEVER CABLE FROM THE TRANSMISSION AND IF THERE IS STILL NO MOVEMENT, REPLACE THE TRANSMISSION. IF MOVEMENT IS NOW PRESENT, PERSUE A SHIFT LEVER ISSUE. ALSO, IF THE TRANSMISSION EXHIBITS A GRINDING NOISE OTHER THAN DURING BASIC SETTINGS PLEASE CALL BACK FOR FURTHER ADVISE
05/15/2009	17:06	TECH PERFORMED BASIC SETTINGS AGAIN AND NOW IS PERFORMING A TEST DRIVE.
05/18/2009	09:23	CAD DONE, AFTER ABOUT 10 MILES STARTED TO SHIFT RIGHT,ROAD TESTED AGAIN THIS MORNING FROM COLD START DRIVES FINE

05/18/2009	17:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	17:01	ISSUE UPDATED
Consultant's Closing Comments		
CAR DONE, AFTER ABOUT 10 MILES STARTED TO SHIFT RIGHT,ROAD TESTED AGAIN THIS MORNING FROM COLD START DRIVES FINE		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445422	EOS	2008	WVWBA71F88V [REDACTED]	16420	3885	04/27/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/27/2009	09:58	C/S TRANSMISSION IS SHIFTING POORLY WHEN PULLING OUT- - RAN GFF, FOUND NO FAULT IN MODULES, ROAD TEST AND VERIFIED, THE CAR, WHEN MOVING FROM A STOP WILL SURGE FORWARD A FEW TIMES EVEN WHILE BACKING UP
04/27/2009	09:58	ISSUE OPENED BY DEALERSHIP
04/27/2009	10:01	CUSTOMER COMMENTS: C/S TRANSMISSION IS SHIFTING POORLY WHEN PULLING OUT- - RAN GFF, FOUND NO FAULT IN MODULES, ROAD TEST AND VERIFIED, THE CAR, WHEN MOVING FROM A STOP WILL SURGE FORWARD A FEW TIMES EVEN WHILE BACKING UP
04/27/2009	10:01	PLEASE REPLACE THE MECH UNIT.
04/27/2009	10:20	ORDERED PARTS. THEY WILL ARRIVE IN ABOUT A MONTH, HTANK YOU
04/27/2009	13:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/27/2009	13:23	ISSUE UPDATED

Consultant's Closing Comments

PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445425	EOS	2008	WVWBA71FX8V [REDACTED]	8683	3885	04/27/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/27/2009	09:59	ISSUE OPENED BY DEALERSHIP
04/27/2009	09:59	VEHICLE WAS BROUGHT IN WITH A JERK AND LUNGE CONCERN FROM START UPS AND A ERRATIC DOWN SHIFT FROM THE TRANSMISSION. SCANNED WITH GFF FOUND NO FAULTS IN DSG. PERFORMED MANUAL BASIC SETTINGS, BASIC SETTINGS 61 AND 60.. TEST DROVE, PROBLEM STILL EXISTS.. READ OUT MEASUREING BLOCKS 64 AND 54.. 64= 0 0. 54= H43D0086.. FEELS LIKE A MECHATRONICS ISSUE LIKE THE PREVIOUS VEHICLE I HAVE.. FLUID LEVEL IS GOOD AND CLEAN AS WELL.
04/27/2009	10:03	CUSTOMER COMMENTS: VEHICLE WAS BROUGHT IN WITH A JERK AND LUNGE CONCERN FROM START UPS AND A ERRATIC DOWN SHIFT FROM THE TRANSMISSION. SCANNED WITH GFF FOUND NO FAULTS IN DSG. PERFORMED MANUAL BASIC SETTINGS, BASIC SETTINGS 61 AND 60.. TEST DROVE, PROBLEM STILL EXISTS.. READ OUT MEASUREING BLOCKS 64 AND 54.. 64= 0 0. 54= H43D0086.. FEELS LIKE A MECHATRONICS ISSUE LIKE THE PREVIOUS VEHICLE I HAVE.. FLUID LEVEL IS GOOD AND CLEAN AS WELL.
04/27/2009	10:03	PLEASE REPLACE THE MECH UNIT.
05/04/2009	12:58	P1 MIKE IN SERVICE STATED THEY ARE WAITING ON PARTS.
05/15/2009	14:46	MECHATRONICS WAS REPLACED... VEHICLE WAS TEST DROVE TWICE.. SHIFTS FLWLESSLY.. CAR WAS DELIVERED.
05/17/2009	20:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/17/2009	20:50	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445479	EOS	2008	WVWBA71F28V [REDACTED]	13383	3885	04/27/2009	USA

Workshop Finding

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
04/27/2009	10:48	CUST. STATES THAT THE CAR IS SURGING WHEN GOING FROM DRIVE TO REVERSE AND BACK. NO FAULTS.
04/27/2009	10:48	ISSUE OPENED BY DEALERSHIP
04/27/2009	10:54	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. MVB 54 J12. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/27/2009	10:54	CUSTOMER COMMENTS: CUST. STATES THAT THE CAR IS SURGING WHEN GOING FROM DRIVE TO REVERSE AND BACK. NO FAULTS.
04/27/2009	10:54	WORKSHOP FINDINGS: VERIFIED CONCERN.
04/27/2009	10:59	ORDERED PARTS CAR IS LEAVING THANKS
04/27/2009	16:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/27/2009	16:03	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445545	JETTA	2009	3VWRL71K69M [REDACTED]	5304	3885	04/27/2009	USA

Workshop Finding

TECH STATES HE PERFORMED BASIC SETTINGS AND THE PROBLEM IS STILL PRESENT

Activity Date	Activity Time	Activity Comments
04/27/2009	11:38	ISSUE OPENED BY DEALERSHIP
04/27/2009	11:38	SHUDDER IN REVERSE CHECK MV BLOCK 54 FOUN J91E0074 MODULE IN CAR
04/27/2009	11:42	CUSTOMER COMMENTS: SHUDDER IN REVERSE CHECK MV BLOCK 54 FOUN J91E0074 MODULE IN CAR
04/27/2009	11:42	REPLACE THE THE MECHATRONIC, BOLTS, FLUID AND FILTER
04/27/2009	11:42	WORKSHOP FINDINGS: TECH STATES HE PERFORMED BASIC SETTINGS AND THE PROBLEM IS STILL PRESENT
04/27/2009	12:05	ORDER NEW MODULE BOLTS & FILTER
04/27/2009	12:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/27/2009	12:13	ISSUE UPDATED

Consultant's Closing Comments

ORDER NEW MODULE BOLTS & FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445563	EOS	2008	WVWFA71F38V054118	11436	3735	04/27/2009	USA

Workshop Finding

I DID THE BASIC SETTINGS MANUALLY IN 03 GEARBOX/BS/VB 60, 61. THAT DIDNT CHANGE THE ISSUE AT ALL. MVB 54 = J11C0298

Activity Date	Activity Time	Activity Comments
04/27/2009	11:49	ISSUE OPENED BY DEALERSHIP
04/27/2009	11:49	THE TRANS HAS A HARD ENGAGEMENT AT A STOP WHEN YOU LIFT YOUR FOOT OFF OF THE BRAKES. ALSO IT HAPPENS IN REVERSE. I DID THE BASIC SETTINGS MANUALLY IN 03 GEARBOX/BS/VB 60, 61. THAT DIDNT CHANGE THE ISSUE AT ALL.
04/27/2009	12:03	ADVISE TECH TO REPLACE MECHATRONICS, FLUID , FILTER , AND BOLTS.
04/27/2009	12:03	CUSTOMER COMMENTS: THE TRANS HAS A HARD ENGAGEMENT AT A STOP WHEN YOU LIFT YOUR FOOT OFF OF THE BRAKES. ALSO IT HAPPENS IN REVERSE.
04/27/2009	12:03	WORKSHOP FINDINGS: I DID THE BASIC SETTINGS MANUALLY IN 03 GEARBOX/BS/VB 60, 61. THAT DIDNT CHANGE THE ISSUE AT ALL. MVB 54 = J11C0298
04/30/2009	11:27	CLOSE TICKET WRONG CAR
04/30/2009	18:58	ISSUE CLOSED BY CONSULTANT - INVALID
04/30/2009	18:58	ISSUE UPDATED

Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT
INVALID VTA INCOREECT VIN#

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445682	RABBIT	2008	WVWKC71K68W259030	9921	3885	04/27/2009	USA

Workshop Finding

PERFORMED 5051 DIAGNOSIS NO CODES.
UNABLE TO DUPLICATE CONCERN

Activity Date	Activity Time	Activity Comments
04/27/2009	13:42	C/S CAR WOULD NOT ENGUAGE INTO GEAR FOR 10 MIN.PERFORMED 5051 DIAGNOSIS NO CODES. UNABLE TO DUPLICATE CONCERN
04/27/2009	13:42	ISSUE OPENED BY DEALERSHIP
04/27/2009	13:54	A2 ADVISED TECH TO VERIFY CONCERN, IF VERIFIED CHECK FLUID LEVEL AND CONDITION, ALSO GET MVBS 54, 64 AND 90 THRU 100, CALL BACK WITH RESULTS, IF CONCERN IS NOT VERIFIED PLEASE RELEASE VEHICLE TO CUSTOMER OR GO ON CUSTOMER ROAD TEST TO TRY AND VERIFY CONCERN.
04/27/2009	13:54	CUSTOMER COMMENTS: C/S CAR WOULD NOT ENGUAGE INTO GEAR FOR 10 MIN.
04/27/2009	13:54	WORKSHOP FINDINGS: PERFORMED 5051 DIAGNOSIS NO CODES. UNABLE TO DUPLICATE CONCERN
04/27/2009	13:56	ISSUE UPDATED
04/28/2009	13:56	MVB 54=J05. 90=65535
04/28/2009	14:07	ISSUE UPDATED
04/28/2009	14:24	ORDER A MECHATRONIC, FILTER, FLUID AND BOLTS. RELEASE VEHICLE UNTIL PART ARRIVES
04/28/2009	14:25	ISSUE UPDATED
04/28/2009	16:07	ISSUE SENT TO DEALERSHIP
04/30/2009	10:05	PARTS HAVE BEEN ORDRED THANKS FOR YOU'RE HELP
04/30/2009	11:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	11:34	ISSUE UPDATED

Consultant's Closing Comments

ORDER A MECHATRONIC, FILTER, FLUID AND BOLTS. RELEASE VEHICLE UNTIL PART ARRIVES

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445684	EOS	2008	WVWBA71F78V039765	7106	3885	04/27/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/27/2009	13:44	CAR WILL ROLL BACK 3 FEET ON HILL BEFORE CAR WILL GO FORWARD AND IS VERY JERKY WHEN SHIFTING
04/27/2009	13:44	ISSUE OPENED BY DEALERSHIP
04/27/2009	13:55	ADVISED TO CK FLUID LEVEL AND CONDITION ALSO CK MVB 54 IN TCM. UPDATE WITH RESULTS.
04/27/2009	13:55	CUSTOMER COMMENTS: CAR WILL ROLL BACK 3 FEET ON HILL BEFORE CAR WILL GO FORWARD AND IS VERY JERKY WHEN SHIFTING
04/28/2009	08:38	MVB 54 J03, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/04/2009	11:21	SPOKE WITH MARK IN SERVICE. MARK STATES THEY ARE WAITING ON PART. P2
05/06/2009	09:02	STILL WAITING ON PARTS
05/06/2009	12:01	THANK YOU FOR THE UPDATE.
05/20/2009	12:26	STILL WAITING FOR PARTS
05/20/2009	14:31	WAITING ON PARTS. THANK YOU FOR THE UPDATE.
06/05/2009	14:06	REPLACED THE MECH UNIT AND CUSTOMER PICKED UP CAR
06/05/2009	14:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	14:42	ISSUE UPDATED

Consultant's Closing Comments

D1 REPLACED THE MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445690	EOS	2007	WVWDB71F87V [REDACTED]	18809	3885	04/27/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/27/2009	13:49	ISSUE OPENED BY DEALERSHIP
04/27/2009	13:49	LINE A ON RO: CUSTOMER REPORTS THE A/C ONLY BLOWS WARM AIR. CHECK AND REPORT/REPAIR. TECH FOUND A/C NOT BLOWING COLD AT THIS TIME, CHECKED FOR TECH BULLETINS AND TIPS, FOUND 87-08-04, AND 87-07-17, NO FAULTS STORED IN A/C CONTROL MODULE. LINE B ON RO: CUSTOMER REPORTS THE TRANSMISSION SEEMS TO SLIP EXCESSIVELY WHEN ACCELERATING FROM A STOP ON HILLS. CUST TEST DROVE WITH SHOP FOREMAN-CHECK WITH HIM. CHECK FAULTS/UPDATES/ETC.
04/27/2009	17:08	CUSTOMER COMMENTS: LINE A ON RO: CUSTOMER REPORTS THE A/C ONLY BLOWS WARM AIR. CHECK AND REPORT/REPAIR. TECH FOUND A/C NOT BLOWING COLD AT THIS TIME, CHECKED FOR TECH BULLETINS AND TIPS, FOUND 87-08-04, AND 87-07-17, NO FAULTS STORED IN A/C CONTROL MODULE. LINE B ON RO: CUSTOMER REPORTS THE TRANSMISSION SEEMS TO SLIP EXCESSIVELY WHEN ACCELERATING FROM A STOP ON HILLS. CUST TEST DROVE WITH SHOP FOREMAN-CHECK WITH HIM. CHECK FAULTS/UPDATES/ETC.
04/27/2009	17:08	PLEASE CHECK MVB 54 IN TRANS ELECTRONICS, TRY AND GET MORE INFO FROM THE CUSTOMER.
04/27/2009	18:45	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER AND BOLTS.
05/04/2009	16:08	SPOKE TO GRAHAM, WAITING FOR PARTS.
05/15/2009	14:47	STILL WAITING FOR PARTS
05/18/2009	12:11	THANKS FOR THE UPDATE PLEASE GET ETA AND SALES DOC ON PART.
05/30/2009	00:05	CHECKED WITH PARTS, TECH, SHOPFOREMAN, SERVICE WRITER..THE DAY THAT THE PART ARRIVED THAT MORNING THE CUSTOMER PICKED UP THE CAR,..RESCHEDULED FOR A INSTALL, THE CAR IS NOT HERE, CLOSING VTA.
05/31/2009	22:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/31/2009	22:02	ISSUE UPDATED

Consultant's Closing Comments

CAR NOT AT DEALER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445706	EOS	2008	WVWBA71F28V [REDACTED]	7011	3885	04/27/2009	USA

Workshop Finding

GFF NO FAULTS. FLUID FULL.

Activity Date	Activity Time	Activity Comments
04/27/2009	13:57	CUSTOMER STATES SURGE FROM A STOP. GFF NO FAULTS. FLUID FULL.
04/27/2009	13:57	ISSUE OPENED BY DEALERSHIP
04/27/2009	14:07	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. MVB 54 J07 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/27/2009	14:07	CUSTOMER COMMENTS: CUSTOMER STATES SURGE FROM A STOP.
04/27/2009	14:07	WORKSHOP FINDINGS: GFF NO FAULTS. FLUID FULL.
04/27/2009	14:11	I SPECIAL ORDERED PARTS.
04/27/2009	16:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/27/2009	16:01	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445787	EOS	2008	WVWBA71F18V [REDACTED]	10578	3885	04/27/2009	USA

Workshop Finding

TECH PERFORM BASIC SETTINGS MANUALLY AND THE VEH IS STILL ACTING UP NO CHANGE

Activity Date	Activity Time	Activity Comments
04/27/2009	14:54	CUSTOMER STATES-IN REVERSE CAR JERKS BACK AND FORTH-AT TIMES GOING FOWARD TOO (COMPLAINT WAS DUPLICATED)MECATRONICS???
04/27/2009	14:54	ISSUE OPENED BY DEALERSHIP
04/28/2009	11:26	CUSTOMER COMMENTS: CUSTOMER STATES-IN REVERSE CAR JERKS BACK AND FORTH-AT TIMES GOING FOWARD TOO (COMPLAINT WAS DUPLICATED)MECATRONICS???
04/28/2009	11:26	REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER.
04/28/2009	11:26	WORKSHOP FINDINGS: TECH PERFORM BASIC SETTINGS MANUALLY AND THE VEH IS STILL ACTING UP NO CHANGE
04/29/2009	08:24	SOP MECHATRONICS AND FLUID
04/29/2009	09:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2009	09:06	ISSUE UPDATED

Consultant's Closing Comments

SOP MECHATRONICS AND FLUID

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445845	EOS	2008	WVWBA71F88V [REDACTED]	10241	3885	04/27/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/27/2009	16:07	CUSTOMER CLAIMS AT LOW SPEED ACCELERATION TRANS. HESITATES AND THERE IS A LOW CLUNCK HEARD. DID NOT REALLY HEAR CLUNCK BUT TRANS. DOES HESITATE AND LURCHES IN REVERSE. NO CODES STORED.
04/27/2009	16:07	ISSUE OPENED BY DEALERSHIP
04/27/2009	17:29	CUSTOMER COMMENTS: CUSTOMER CLAIMS AT LOW SPEED ACCELERATION TRANS. HESITATES AND THERE IS A LOW CLUNCK HEARD. DID NOT REALLY HEAR CLUNCK BUT TRANS. DOES HESITATE AND LURCHES IN REVERSE. NO CODES STORED.
04/27/2009	17:29	TECH NEED TO PERFORM BASIC SETTINGS MANUALLY 61 AND 60 PERFORM TEST DRIVE FOR 10 MILES AND SEE IF THIS CORRECTS THE CONCERN. IF NOT CALL BACK WITH MVB 54 AND 64.
04/27/2009	18:40	MVB 54 H46E0319. ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER, AND BOLTS,
05/04/2009	15:59	SPOKE WITH CHRIS IN SERVICE. VEHICLE IS COMPLETE AND HAS BEEN RELEASED. TECH TO UPDATE AND CLOSE VTA WITH DETAILS. D1
05/14/2009	09:07	MECHATRONIC REPLACED WITH FILTER,FLUID AND BOLTS. BASIC SETTINGS SET AND VEHICLE TEST DRIVEN. OPERATION NORMAL AT THIS TIME.
05/14/2009	11:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	11:30	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONIC REPLACED WITH FILTER,FLUID AND BOLTS. BASIC SETTINGS SET AND VEHICLE TEST DRIVEN. OPERATION NORMAL AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445858	EOS	2008	WVWBA71F48V [REDACTED]	12030	3885	04/27/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/27/2009	16:15	ISSUE OPENED BY DEALERSHIP
04/27/2009	16:15	VEHICLE SHUDDERS WHEN STARTING OFF FEELS LIKE IT WANTS TO STALL IN FOWARD AND REVERSE GEARS.NO DTC'S FLUID OK MEASURING BLOCK 54 IS J11E0020
04/27/2009	16:19	CUSTOMER COMMENTS: VEHICLE SHUDDERS WHEN STARTING OFF FEELS LIKE IT WANTS TO STALL IN FOWARD AND REVERSE GEARS.NO DTC'S FLUID OK MEASURING BLOCK 54 IS J11E0020
04/27/2009	16:19	TECH SHOULD PERFORM BASIC SETTINGS MANUALLY 61 AND 60 PERFORM ROAD TEST TO CONFIRM REPAIRS. IF THE PROBLEM IS STILL PRESENT REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER
04/29/2009	08:29	PERFORMED BASIC SETTINGS PROBLEM SLIGHTLY BETTER BUT STILL THERE PARTS ON ORDER THANK YOU
04/29/2009	09:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2009	09:06	ISSUE UPDATED

Consultant's Closing Comments
PERFORMED BASIC SETTINGS PROBLEM SLIGHTLY BETTER BUT STILL THERE PARTS ON ORDER THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445873	EOS	2007	WVWBA71F77V [REDACTED]	17651	3885	04/27/2009	USA

Workshop Finding

RPM DROPS TO 500 RPM ALMOST STALLS THEN PICKS BACK UP TO 850. HAPPENS ON ALL STOPS. COLD AND HOT.

Activity Date	Activity Time	Activity Comments
04/27/2009	16:33	ISSUE OPENED BY DEALERSHIP
04/27/2009	16:33	VEHICLE HAS HARSH DOWN SHIFT FROM 2-1 COMING TO A STOP. RPM DROPS TO 500 RPM ALMOST STALLS THEN PICKS BACK UP TO 850. HAPPENS ON ALL STOPS. COLD AND HOT.
04/27/2009	16:42	ADVISED TECH TO CHECK MVB 32 AND 33 IN ECM, SHOULD READ 0 +/- 5, IF IN SPEC CHECK FLUID LEVEL AND CONDITION, LOOK FOR SIGNS OF FLUID CONTAMINATION, ALSO GET MVB 54 THEN CALL BACK WITH RESULTS. IF FUEL TRIMS ARE OUT OF SPEC REPAIR ENGINE AS NEEDED TO GET FUEL TRIMS IN SPEC THEN REEVALUATE SHIFT CONCERN.
04/27/2009	16:42	CUSTOMER COMMENTS: VEHICLE HAS HARSH DOWN SHIFT FROM 2-1 COMING TO A STOP.
04/27/2009	16:42	WORKSHOP FINDINGS: RPM DROPS TO 500 RPM ALMOST STALLS THEN PICKS BACK UP TO 850. HAPPENS ON ALL STOPS. COLD AND HOT.
04/27/2009	17:25	CHECKED FUEL TRIM. IS OK WITHIN LIMITS. CHECK MVB 54 IN TRANS G45A0515. FUID LEVEL CORRECT AND CLEAN. NO COOLANT CONTAMINATION.
04/27/2009	17:28	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER AND BOLTS.
04/29/2009	08:55	PARTS HAVE BEEN ORDERED.
04/29/2009	13:58	COMPLETED
04/29/2009	14:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2009	14:50	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445914	EOS	2008	WVWBA71F98V	16480	3885	04/27/2009	USA

Workshop Finding

. I HAVE DUPLICATED CONCERN VEHICLE SEEMS TO SHUTTER AT A VERY LOW SPEED MOSTLY FROM A COMPLETE STOP AND LETTING OFF THE BRAKE WITHOUT ACCELERATING. IT IS MORE SEVERE AND NOTICEABLE IN REVERSE. I CHECKED ANOTHER EOS AND IT DID NOT SEEM TO MAKE THIS SHUTTER TYPE CONCERN. SCANNED VEHICLE FOR STORED FAULTS NO FAULTS STORED. I HAVE NOT RULED OUT THAT THIS CONCERN MAY BE NORMAL FOR A DSG TRANS, NEED ASSISTANCE.

Activity Date	Activity Time	Activity Comments
04/27/2009	17:29	CUSTOMER CONCERN IS CAR BUCKS AND LURCHES AT LOW SPEEDS IN FORWARD AND REVERSE. I HAVE DUPLICATED CONCERN VEHICLE SEEMS TO SHUTTER AT A VERY LOW SPEED MOSTLY FROM A COMPLETE STOP AND LETTING OFF THE BRAKE WITHOUT ACCELERATING. IT IS MORE SEVERE AND NOTICEABLE IN REVERSE. I CHECKED ANOTHER EOS AND IT DID NOT SEEM TO MAKE THIS SHUTTER TYPE CONCERN. SCANNED VEHICLE FOR STORED FAULTS NO FAULTS STORED. I HAVE NOT RULED OUT THAT THIS CONCERN MAY BE NORMAL FOR A DSG TRANS, NEED ASSISTANCE.
04/27/2009	17:29	ISSUE OPENED BY DEALERSHIP
04/27/2009	17:38	ADVISE TECH TO PERFORM BASIC SETTINGS AND RETRIEVE READINGS FROM MVB54ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE-EVALUATE SHIFTING.
04/27/2009	17:38	CUSTOMER COMMENTS: CUSTOMER CONCERN IS CAR BUCKS AND LURCHES AT LOW SPEEDS IN FORWARD AND REVERSE
04/27/2009	17:38	WORKSHOP FINDINGS: . I HAVE DUPLICATED CONCERN VEHICLE SEEMS TO SHUTTER AT A VERY LOW SPEED MOSTLY FROM A COMPLETE STOP AND LETTING OFF THE BRAKE WITHOUT ACCELERATING. IT IS MORE SEVERE AND NOTICEABLE IN REVERSE. I CHECKED ANOTHER EOS AND IT DID NOT SEEM TO MAKE THIS SHUTTER TYPE CONCERN. SCANNED VEHICLE FOR STORED FAULTS NO FAULTS STORED. I HAVE NOT RULED OUT THAT THIS CONCERN MAY BE NORMAL FOR A DSG TRANS, NEED ASSISTANCE.
04/27/2009	18:23	PERFORMED BASIC SETTINGS ROAD TESTED VEHICLE SHUTTER CAN STILL BE FELT MVB54 READS H45F0046
04/27/2009	18:26	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER, AND BOLTS.
04/29/2009	17:47	PARTS HAVE BEEN ORDERED ETA TIME FOR MECHATRONICS IS ONE WEEK
04/30/2009	19:19	THANKS FOR THE UPDATE.
05/04/2009	15:49	P2 - SPOKE TO WILY, WAITING FOR PARTS TO ARRIVE.
05/11/2009	15:45	STILL WAITING ON PARTS TO ARRIVE
05/11/2009	17:27	THANKS FOR THE UPDATE.
05/14/2009	19:49	MECHATRONICS UNIT HAS ARRIVED WILL BE PERFORMING REPAIRS
05/15/2009	13:49	WORK IN PROGRESS
05/15/2009	18:21	MEASURED VALUE 54 K18D0355
05/15/2009	18:26	01087 MF8J. GET THE OLD MECH UNIT MVB 41 AS WELL
05/15/2009	18:27	CASE ESCALATED FOR REVIEW A2
05/15/2009	19:11	GF84; SPOKE WITH THE TECH AND FOUND THAT THE MECH WAS INCORRECT

05/16/2009	15:59	MECH WAS INCORRECT. REPALCED MECH WITH CORRECT ONE. PERFORMED BASIC SETTINGS OPERATING TOSPEC.
05/17/2009	10:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/17/2009	10:53	ISSUE UPDATED

Consultant's Closing Comments		
MECH WAS INCORRECT. REPALCED MECH WITH CORRECT ONE. PERFORMED BASIC SETTINGS OPERATING TOSPEC.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
445989	JETTA	2008	3VWRJ71K48M [REDACTED]	24185	3885	04/28/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/28/2009	08:32	ISSUE OPENED BY DEALERSHIP
04/28/2009	08:32	ON TAKE OFF CAR IS SLAMING INTO GEAR AND STUDDERS THEN WILL TAKE OFF. NO FAULTS AND LEVEL IS FINE. IDEAS?
04/28/2009	08:43	CUSTOMER COMMENTS: ON TAKE OFF CAR IS SLAMING INTO GEAR AND STUDDERS THEN WILL TAKE OFF. NO FAULTS AND LEVEL IS FINE. IDEAS?
04/28/2009	08:43	MVB 54 J11, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/05/2009	14:09	C1 SCOTT IN SERVICE STATED CUSTOMER HAS TAKEN VEHICLE UNTIL PARTS ARRIVE.
05/08/2009	18:55	ORDERED MECH UNIT
05/11/2009	07:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	07:30	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446021	RABBIT	2008	WVWKC71K18W [REDACTED]	12444	3885	04/28/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/28/2009	09:03	CUSTOMER STATES VEHICLE IS SHIFTING HARD AND BUCKS AT LOW SPEEDS OR WHEN SLOWING DOWN. VEHICLE HAS DSG TRANSMISSION. THERE ARE NO FAULTS PRESENT. MEASURED VALUE BLOCK 54 IS H29C0416. IS THIS AN AFFECTED MECHATRONICS UNIT?
04/28/2009	09:03	ISSUE OPENED BY DEALERSHIP
04/28/2009	09:08	CHESTER, PLEASE REPLACE THE MECH UNIT.
04/28/2009	09:08	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS SHIFTING HARD AND BUCKS AT LOW SPEEDS OR WHEN SLOWING DOWN. VEHICLE HAS DSG TRANSMISSION. THERE ARE NO FAULTS PRESENT. MEASURED VALUE BLOCK 54 IS H29C0416. IS THIS AN AFFECTED MECHATRONICS UNIT?
04/28/2009	09:20	ORDERED MECHATRONICS UNIT. CUSTOMER WILL RETURN WHEN PARTS COME IN
04/28/2009	10:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2009	10:05	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONICS UNIT. CUSTOMER WILL RETURN WHEN PARTS COME IN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446022	JETTA	2009	3VWCL71KX9M [REDACTED]	7948	3885	04/28/2009	USA

Workshop Finding

HESITION WHILE DRIVING

Activity Date	Activity Time	Activity Comments
04/28/2009	09:05	C/S CHECK TRANS OPERATION. HESITATES ON ACCELL. ROAD TESTED AND FOUND TRANS SLOW TO ENGAGE GEAR FROM A STOP OR ON INCLINE. POSSIBLY A BASIC SETTINGS CONCERN. NO FAULTS STORED.
04/28/2009	09:05	ISSUE OPENED BY DEALERSHIP
04/28/2009	09:17	CUSTOMER COMMENTS: C/S CHECK TRANS OPERATION. HESITATES ON ACCELL. ROAD TESTED AND FOUND TRANS SLOW TO ENGAGE GEAR FROM A STOP OR ON INCLINE. POSSIBLY A BASIC SETTINGS CONCERN. NO FAULTS STORED.
04/28/2009	09:17	PLEASE GET MBV 54 IN 02 KOEO J14
04/28/2009	09:17	WORKSHOP FINDINGS: HESITION WHILE DRIVING
04/28/2009	09:18	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMP. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST
04/28/2009	09:18	REPALCE MECHTROINCIS AND FILTER AND FILTER AND BOLTS SET BASIC SETTINGS AFTER REPAIRS
04/28/2009	09:34	PARTS ORDERED
04/28/2009	09:56	ISSUE SENT TO DEALERSHIP
04/28/2009	09:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2009	09:57	ISSUE UPDATED

Consultant's Closing Comments

REPALCE MECHTROINCIS AND FILTER AND FILTER AND BOLTS SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446034	JETTA	2008	3VWRA71K18M [REDACTED]	16798	3885	04/28/2009	USA

Workshop Finding

I PERFORM BASIC SETTINGS VALUE BLOCK 60 AND 61 ALSO 63 LET SIT FOR 5 MINUTES STILL NOT WORKING PROPERLY AFTER ROAD TEST
PLEASE HELP ME OUT CARLOS S

Activity Date	Activity Time	Activity Comments
04/28/2009	09:14	I HAVE AUTOMATIC TRANSMISSION CONCERN,IT DOESNT SHIFT PROPERLY ,COST STATES WHEN HE COMES TO A STOP IT SEEMS CAR IS IN NEUTRAL VERY ERATIC.I PERFORM BASIC SETTINGS VALUE BLOCK 60 AND 61 ALSO 63 LET SIT FOR 5 MINUTES STILL NOT WORKING PROPERLY AFTER ROAD TEST PLEASE HELP ME OUT CARLOS S
04/28/2009	09:14	ISSUE OPENED BY DEALERSHIP
04/28/2009	09:28	CUSTOMER COMMENTS: I HAVE AUTOMATIC TRANSMISSION CONCERN,IT DOESNT SHIFT PROPERLY ,COST STATES WHEN HE COMES TO A STOP IT SEEMS CAR IS IN NEUTRAL VERY ERATIC. ALSO SHUDDERS IN DRIVE AND REVERSE.
04/28/2009	09:28	MVB 54 J11 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RUN MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/28/2009	09:28	WORKSHOP FINDINGS: I PERFORM BASIC SETTINGS VALUE BLOCK 60 AND 61 ALSO 63 LET SIT FOR 5 MINUTES STILL NOT WORKING PROPERLY AFTER ROAD TEST PLEASE HELP ME OUT CARLOS S
04/28/2009	09:34	THANK YOU FOR YOUR HELP. I ORDER NEW MECH UNIT
04/28/2009	16:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2009	16:31	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446070	RABBIT	2008	WVWKC71K08W [REDACTED]	5934	3885	04/28/2009	USA

Workshop Finding

WHILE I WAS DRIVING AT LOW SPEED I ATTEMPTED A 2-1 DOWNSHIFT IN 'DRIVE' MODE BY SIMPLY PRESSING THE THROTTLE. THE VEHICLE FAILED TO ENGAGE FIRST GEAR AND RPM'S REDLINED AND ONLY ONCE I LET OFF THE THROTTLE IT SLAMMED HARD INTO FIRST GEAR WHILE RPMS WERE FALLING AROUND 4000RPM. NO FAULTS WERE CREATED AT THAT TIME. UPON THE VEHICLE ENTERING THE SHOP, WE HAVE A SPORADIC FAULT WHICH OCCURED ONCE AT MILEAGE 0009559 (VEHICLE DOESNT EVEN HAVE THAT MANY MILES ON IT) FOR G182 UNPLAUSIBLE SIGNAL AND G509 ELECTRICAL MALFUNCTIN IN CIRCUIT. NOTE ABOUT 1 YEAR AGO WE REPLACED THE MECHTRONICS UNIT IN THIS VEHICLE. MVB 54 IS J15

Activity Date	Activity Time	Activity Comments
04/28/2009	10:06	CUSTOMER STATES THAT WHEN STARTING OFF FROM A STOP THE TRANSMISSION WILL NOT ENGAGE IMMEDIATELY AND 'CLUNK' HARD INTO FIRST GEAR. WHILE I WAS DRIVING AT LOW SPEED I ATTEMPTED A 2-1 DOWNSHIFT IN 'DRIVE' MODE BY SIMPLY PRESSING THE THROTTLE. THE VEHICLE FAILED TO ENGAGE FIRST GEAR AND RPM'S REDLINED AND ONLY ONCE I LET OFF THE THROTTLE IT SLAMMED HARD INTO FIRST GEAR WHILE RPMS WERE FALLING AROUND 4000RPM. NO FAULTS WERE CREATED AT THAT TIME. UPON THE VEHICLE ENTERING THE SHOP, WE HAVE A SPORADIC FAULT WHICH OCCURED ONCE AT MILEAGE 0009559 (VEHICLE DOESNT EVEN HAVE THAT MANY MILES ON IT) FOR G182 UNPLAUSIBLE SIGNAL AND G509 ELECTRICAL MALFUNCTIN IN CIRCUIT. NOTE ABOUT 1 YEAR AGO WE REPLACED THE MECHTRONICS UNIT IN THIS VEHICLE.
04/28/2009	10:06	ISSUE OPENED BY DEALERSHIP
04/28/2009	10:25	A2 MVB 54 J15 ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, IF OK REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW, IF COOLANT CONTAMINATION IS FOUND REPLACE TRANSMISSION. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/28/2009	10:25	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN STARTING OFF FROM A STOP THE TRANSMISSION WILL NOT ENGAGE IMMEDIATELY AND 'CLUNK' HARD INTO FIRST GEAR.
04/28/2009	10:25	WORKSHOP FINDINGS: WHILE I WAS DRIVING AT LOW SPEED I ATTEMPTED A 2-1 DOWNSHIFT IN 'DRIVE' MODE BY SIMPLY PRESSING THE THROTTLE. THE VEHICLE FAILED TO ENGAGE FIRST GEAR AND RPM'S REDLINED AND ONLY ONCE I LET OFF THE THROTTLE IT SLAMMED HARD INTO FIRST GEAR WHILE RPMS WERE FALLING AROUND 4000RPM. NO FAULTS WERE CREATED AT THAT TIME. UPON THE VEHICLE ENTERING THE SHOP, WE HAVE A SPORADIC FAULT WHICH OCCURED ONCE AT MILEAGE 0009559 (VEHICLE DOESNT EVEN HAVE THAT MANY MILES ON IT) FOR G182 UNPLAUSIBLE SIGNAL AND G509 ELECTRICAL MALFUNCTIN IN CIRCUIT. NOTE ABOUT 1 YEAR AGO WE REPLACED THE MECHTRONICS UNIT IN THIS VEHICLE. MVB 54 IS J15
04/28/2009	16:08	ISSUE SENT TO DEALERSHIP
05/04/2009	10:21	ISSUE UPDATED
05/05/2009	10:09	WAITING FOR SHIPMENT OF NEW MECHTRONICS MODULE- CURRENTLY NO ETA FOR ARRIVAL OF PART.
05/05/2009	18:27	ISSUE SENT TO DEALERSHIP
05/11/2009	09:37	UPDATE: NOW HAVE ETA OF MECHTRONICS MODULE OF 05-29-2009
05/11/2009	11:27	ISSUE SENT TO DEALERSHIP
05/14/2009	12:47	UPDATE: NEW ETA FOR PART IS 5-19-09.
05/14/2009	15:44	ISSUE SENT TO DEALERSHIP
05/26/2009	09:51	INSTALLED NEW MECHTRONIC UNIT. TEST DROVE VEHICLE AND PROBLEM IS RESOLVED.
05/26/2009	09:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	09:58	ISSUE UPDATED

Consultant's Closing Comments

INSTALLED NEW MECHTRONIC UNIT. TEST DROVE VEHICLE AND PROBLEM IS RESOLVED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446180	EOS	2008	WVWBA71F78V [REDACTED]	22190	3885	04/28/2009	USA

Workshop Finding

HARSH/ JERKY ENGAGEMENT. SHUDDERING AS WELL. H20B0206

Activity Date	Activity Time	Activity Comments
04/28/2009	13:29	ISSUE OPENED BY DEALERSHIP
04/28/2009	13:29	VEHICLE HAS HARSH ENGAGEMENT FROM A STOP WHEN TAKING OFF AND IS SHUTTERING ON LIGHT AND MEDIUM ACCELERATION AT TIMES.
04/28/2009	13:37	CUSTOMER COMMENTS: VEHICLE HAS HARSH ENGAGEMENT FROM A STOP WHEN TAKING OFF AND IS SHUTTERING ON LIGHT AND MEDIUM ACCELERATION AT TIMES.
04/28/2009	13:37	REPLACE THE MECH, FLUID FILTER AND BOLTS. CHECK FOR CONTAMINATION AS WELL. SET BASIC SETTINGS AS WELL.
04/28/2009	13:37	WORKSHOP FINDINGS: HARSH/ JERKY ENGAGEMENT. SHUDDERING AS WELL. H20B0206
04/28/2009	13:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2009	13:58	ISSUE UPDATED
04/28/2009	13:58	ORDERED MECHATRONICS, FLUID, FILTER AND BOLTS, WILL RECONTACT IF ANY FURTHER PROBLEMS FOUND SUCH AS CONTAMINENTS IN FLUID ECT... THANK YOU.

Consultant's Closing Comments

ORDERED MECHATRONICS, FLUID, FILTER AND BOLTS, WILL RECONTACT IF ANY FURTHER PROBLEMS FOUND SUCH AS CONTAMINENTS IN FLUID ECT... THANK YOU.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446184	EOS	2008	WVWBA71F08V [REDACTED]	21242	3885	04/28/2009	USA

Workshop Finding

USE 5051B GFF NO CODE PRESENT ROAD TEST THE CAR NOTICE WHEN GOING ON REVERSE AND SOFTLY PRESS THE GAS CAR JERKS BETWEEN 800 AND 900 RPM AND AFTER 900 RPM NO DEFAULT

Activity Date	Activity Time	Activity Comments
04/28/2009	13:31	C/S CAR HESITATE ON TAKE OFF AFTER COMING TO A COMPLETE STOP. USE 5051B GFF NO CODE PRESENT ROAD TEST THE CAR NOTICE WHEN GOING ON REVERSE AND SOFTLY PRESS THE GAS CAR JERKS BETWEEN 800 AND 900 RPM AND AFTER 900 RPM NO DEFAULT
04/28/2009	13:31	ISSUE OPENED BY DEALERSHIP
04/28/2009	13:52	ADVISED TECH TO CHECK MVB 54 IN TCM, ALSO CHECK FLUID LEVEL AND CONDITION. CALL BACK.
04/28/2009	13:52	CUSTOMER COMMENTS: C/S CAR HESITATE ON TAKE OFF AFTER COMING TO A COMPLETE STOP.
04/28/2009	13:52	WORKSHOP FINDINGS: USE 5051B GFF NO CODE PRESENT ROAD TEST THE CAR NOTICE WHEN GOING ON REVERSE AND SOFTLY PRESS THE GAS CAR JERKS BETWEEN 800 AND 900 RPM AND AFTER 900 RPM NO DEFAULT
04/29/2009	09:41	CHECK MBV 54 IN TCM H38B0281 CHECK TRANSMISSION FLUID CONDITION LOOKS OK CHECK TRANSMISSION LEVEL WITH 5051B FOLLOW DIRECTION AS REQUIRE ENG TEMPERATURE BETWEEN 35 AND 45 DEGREES ADD 1 QUART OF TRANSMISSION FLUID ROAD TEST FEELS LESS BUT STILL JERKING. NOTE NOTICE WHEN IS COLD NO JERKING IS PRESENT AFTER WARM UP IS PRESENT
04/29/2009	09:56	ADVISED THE TECH TO ORDER A MECHATRONICS, BOLTS AND FLUID. AND RELEASE THE VEHICLE TO THE CUSTOMER AND CLOSE THE TICKET. TECH TO INSTALL WHEN PARTS ARE IN AND VEHICLE RETURNS OPEN A NEW VTA IF NEEDED.
04/29/2009	10:13	PARTS ORDERED THANKYOU FOR ALL YOUR HELPS
04/29/2009	14:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2009	14:49	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446188	JETTA	2008	3VWRJ71K88M [REDACTED]	8424	3885	04/28/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/28/2009	13:33	CUST STATES WHEN STOPPED IF YOU TAKE FOOT OFF BRAKE IT SOUNDS AND FEELS LIKE CAR IS GONING TO STALL. HESITATES ON ACCELERATION. HAPPENS WHEN VEHICLE IS WARMED UP. VERIFIED CONCERNS. FEELS THE SAME AS ANOTHER CAR WE HAD WITH A BAD MECHATRONICS UNIT. CHECKED TRANS FLUID LEVEL AND FOUND IT NORMAL. TRIED RESETTNG BASIC SETTING 60 AND 61 IN VEHICLE SELF DIAG. TRANS STILL NOT OPERATING NORMAL. NO CODES STORED. VALUE BLOCK 54 IS H50F0285 REPLACE FAULTY MECHATRONICS UNIT?
04/28/2009	13:33	ISSUE OPENED BY DEALERSHIP
04/28/2009	13:44	CUSTOMER COMMENTS: CUST STATES WHEN STOPPED IF YOU TAKE FOOT OFF BRAKE IT SOUNDS AND FEELS LIKE CAR IS GONING TO STALL. HESITATES ON ACCELERATION. HAPPENS WHEN VEHICLE IS WARMED UP. VERIFIED CONCERNS. FEELS THE SAME AS ANOTHER CAR WE HAD WITH A BAD MECHATRONICS UNIT. CHECKED TRANS FLUID LEVEL AND FOUND IT NORMAL. TRIED RESETTNG BASIC SETTING 60 AND 61 IN VEHICLE SELF DIAG. TRANS STILL NOT OPERATING NORMAL. NO CODES STORED. VALUE BLOCK 54 IS H50F0285 REPLACE FAULTY MECHATRONICS UNIT?
04/28/2009	13:44	TECH STATES MVB 54 IS AT H50. ADVISED TECH TO REPLACE MECHTRONICS UNIT, FLUID, BOLTS, AND FILTER. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY AFTER ORDERING UNIT.
04/28/2009	14:00	MECHATRONIC PARTS ORDERED
04/28/2009	14:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2009	14:27	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446198	RABBIT	2008	WVWHV71K38W	18558	3885	04/28/2009	USA

Workshop Finding

RPM SURGES UNDER LIGHT ACCEL WHEN WARM

Activity Date	Activity Time	Activity Comments
04/28/2009	13:39	C/S CAR JERKS WHEN PULLING OUT FAULT01286 P0506 002 FOUND CAR SURGES ON VEARY LIGHT THROTLT
04/28/2009	13:39	ISSUE OPENED BY DEALERSHIP
04/28/2009	13:48	CHECK MVB 2/4, 32,33,55 AT IDLE AND WHEN THE CONCERN HAPPENS. GET MVB 2/4 AT 3K WHILE DRIVING UNDER LOAD. CHECK FOR INTAKE LEAKS USING LDS AND MONITOR MVB 33/1.
04/28/2009	13:48	CUSTOMER COMMENTS: C/S CAR JERKS WHEN PULLING OUT FAULT01286 P0506 002 FOUND CAR SURGES ON VEARY LIGHT THROTLT
04/28/2009	13:48	WORKSHOP FINDINGS: RPM SURGES UNDER LIGHT ACCEL WHEN WARM
04/28/2009	18:19	FOUND CAR ONLY SURGES DURING OPARATION OF N80 VALVE
04/28/2009	18:29	PLEASE FIND OUT IF THE CAR WILL TAKE A FULL TANK OF GAS WHEN RE-FILLING, AND IS CUSTOMER FORCE FEEDING THE TANK? CHECK CHARCOAL CANISTER FOR LIQUID FUEL.
04/29/2009	09:24	MVB 2/4 @ APPROX 3K RPM WHILE UNDER LOAD IS APPROX 80 -85 GRAMS PER SEC. MVB 32/1 IS -0.4 32/2 IS +0.8. 33 SWITCHES BACK & FORTH OVER 0. NEVER FOUND ANY LEAKS WHILE WATCHING 33 AND USING LEAK SPRAY.NEVER LOOKED @ 55 DUE TO THE CAR RUNS OK NOW. N-80 CHECKED & DOUBLE CHECKED,HOLDS VAC BOTH SIDES. I WORKED WITH THIS TECH IN THE SHOP WITH THIS CAR AND IT APPEARS THAT THE OWNER HAD THE BATTERY UNHOOKED TO DO SOME STEREO SYSTEM MODS. WE READAPTED THROTTLE AFTER CLEARING DTCS WE HAD CREATED AND ADAPTED INTAKE RUNNER MOTOR, PUT IT BACK TOGETHER AND TOOK IT FOR A 10 MILE TEST RUN.CAR RUNS NORMALLY NOW. IF THE CUSTOMER DID HAVE THE BATTERY UNHOOKED AND THE THROTTLE LOST ADAPTATION & BEING HOOKED TO DSG BOX THIS COULD HAVE CAUSED THIS ISSUE . WE STILL HAVE TO VERIFY FUEL FILLER NECK ASSY OPERATION @ FUEL STATION. NO GURGLE WHEN YOU BLOW BACK THRU EVAP LINE TO CANISTER.WE ARE GOING TO TEST DRIVE AGAIN . WILL UPDATE ASAP. AL LINTZ.
04/29/2009	10:23	I DROVE THIS CAR ANOTHER 10 MILES AND GOT IT TO ACT UP.I'M PRETTY SURE WE'VE GOT A TRANS ISSUE NOT ENGINE. NOW THAT THE TRANS IS REALLY HOT , FROM A DEAD STOP PULLING OFF VERY LITE THROTTLE THE CAR JERKS, LIKE THE CLUTCH ENGAGE % GOES FROM 0 TO 100 ALL @ ONCE.DRIVING FURTHER REVEALED ABNORMAL SHIFTS WHEN IN DRIVE MODE.INSTRUCTING TECH TO CALL IN FOR INFO. WE'VE SEEN THIS BEFORE ON THIS ENGINE TRANS COMBO .AL LINTZ.
04/29/2009	10:40	MVB 54 H35K0477
04/29/2009	10:41	PLEASE ORDER MECHATRONICS UNIT, PLEASE RELEASE CAR TO CUSTOMER WHILE WAITING ON PART.
04/29/2009	13:37	ORDERED PARTS GIVEING CAR BACK
04/29/2009	15:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2009	15:52	ISSUE UPDATED

Consultant's Closing Comments

ORDERED PARTS GIVEING CAR BACK

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446249	EOS	2008	WVWBA71F38V [REDACTED]	17761	3885	04/28/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/28/2009	14:10	CUSTOMER STATES ENGINE RUNNING ROUGH WHEN PUTTING INTO GEAR. WHEN GOING INTO GEAR AND NOT APPLYING BRAKE THE ENGINE WILL SHUTTER VERY BRIEFLY. WHEN ACCELERATING IN DRIVE OR REVERSE WITH VERY LIGHT THROTTLE THE CAR WILL LURCH MUCH LIKE A MANUAL TRANSMISSION WOULD. RAN GFF NO FAULTS FOUND. TRIED A KNOWN GOOD MAF AND HAVE CHECKED FOR POSSIBLE INTAKE LEAKS.
04/28/2009	14:10	ISSUE OPENED BY DEALERSHIP
04/28/2009	14:15	CUSTOMER COMMENTS: CUSTOMER STATES ENGINE RUNNING ROUGH WHEN PUTTING INTO GEAR. WHEN GOING INTO GEAR AND NOT APPLYING BRAKE THE ENGINE WILL SHUTTER VERY BRIEFLY. WHEN ACCELERATING IN DRIVE OR REVERSE WITH VERY LIGHT THROTTLE THE CAR WILL LURCH MUCH LIKE A MANUAL TRANSMISSION WOULD. RAN GFF NO FAULTS FOUND. TRIED A KNOWN GOOD MAF AND HAVE CHECKED FOR POSSIBLE INTAKE LEAKS.
04/28/2009	14:15	PLEASE REPLACE THE MECH UNIT.
04/28/2009	14:34	PARTS ON ORDER. WAS ADVISED IT WOULD BE 7-10 DAYS UNTIL THEY ARRIVE. VEHICLE RETURNED TO CUSTOMER
04/28/2009	15:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2009	15:53	ISSUE UPDATED

Consultant's Closing Comments
: PARTS ON ORDER. WAS ADVISED IT WOULD BE 7-10 DAYS UNTIL THEY ARRIVE. VEHICLE RETURNED TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446254	JETTA	2008	3VWRJ71K98M	24538	3885	04/28/2009	USA

Workshop Finding

IVE VERIFIED THE STUMBLE, IT ALSO SOUNDS LIKE A CHATTER AS WELL AS A STUMBLE. IT ONLY DOES IT FROM A STOP AND ONLY INTO FIRST OR REVERSE. THERE ARE NO FAULTS STORED.

Activity Date	Activity Time	Activity Comments
04/28/2009	14:14	CUSTOMERS CONCERN IS A REAL HARD STUMBLE FROM PARK INTO FIRST OR REVERSE. IVE VERIFIED THE STUMBLE, IT ALSO SOUNDS LIKE A CHATTER AS WELL AS A STUMBLE. IT ONLY DOES IT FROM A STOP AND ONLY INTO FIRST OR REVERSE. THERE ARE NO FAULTS STORED.
04/28/2009	14:14	ISSUE OPENED BY DEALERSHIP
04/28/2009	14:23	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. MVB 54 J02 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/28/2009	14:23	CUSTOMER COMMENTS: CUSTOMERS CONCERN IS A REAL HARD STUMBLE FROM PARK INTO FIRST OR REVERSE.
04/28/2009	14:23	WORKSHOP FINDINGS: IVE VERIFIED THE STUMBLE, IT ALSO SOUNDS LIKE A CHATTER AS WELL AS A STUMBLE. IT ONLY DOES IT FROM A STOP AND ONLY INTO FIRST OR REVERSE. THERE ARE NO FAULTS STORED.
04/28/2009	14:41	ORDERED PARTS, THANKS FOR THE HELP.
04/28/2009	16:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2009	16:33	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446256	JETTA	2009	3VWRJ71K79M [REDACTED]	3918	3885	04/28/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/28/2009	14:15	CUSTOMER COMPLAINT OF SLIPPING IN 1 AND 3RD AND HARSH DOWN SHIFTS AFTER EXTENDED DRIVING. TEST DROVE AND VEHICLE WOULD SHUDDER IN FIRST AND THIRD ALL THE WAY THROUGH THE GEARS. ON WAY BACK FROM TEST DROVE CAME TO A STOP AND TRANS SLAMMED INTO GEAR HARD ENOUGH TO DISLODGE ENGINE COVER. CAR WOULD NOT MOVE IN ANY GEAR FORWARD OR REVERSE. LEFT CAR SIT FOR A FEW MINUTES AND IT SLAMMED INTO GEAR AND CUT THE CAR OFF.SMELLED BADLY OF BURNING CLUTCH. FINALLY CAR GOES INTO LIMP MODE 2ND GEAR AND DRIVES BACK TO SHOP. GFF LOG ATTACHED WITH FAULTS. CAR IN DRIVE WILL SHAKE YOUR TEETH OUT AT A STOP
04/28/2009	14:15	ISSUE OPENED BY DEALERSHIP
04/28/2009	14:57	CUSTOMER COMMENTS: CUSTOMER COMPLAINT OF SLIPPING IN 1 AND 3RD AND HARSH DOWN SHIFTS AFTER EXTENDED DRIVING. TEST DROVE AND VEHICLE WOULD SHUDDER IN FIRST AND THIRD ALL THE WAY THROUGH THE GEARS. ON WAY BACK FROM TEST DROVE CAME TO A STOP AND TRANS SLAMMED INTO GEAR HARD ENOUGH TO DISLODGE ENGINE COVER. CAR WOULD NOT MOVE IN ANY GEAR FORWARD OR REVERSE. LEFT CAR SIT FOR A FEW MINUTES AND IT SLAMMED INTO GEAR AND CUT THE CAR OFF.SMELLED BADLY OF BURNING CLUTCH. FINALLY CAR GOES INTO LIMP MODE 2ND GEAR AND DRIVES BACK TO SHOP. GFF LOG ATTACHED WITH FAULTS. CAR IN DRIVE WILL SHAKE YOUR TEETH OUT AT A STOP
04/28/2009	14:57	PLEASE REPLACE THE MECH UNIT, UNLESS FLUID IS CONTAMINATED.
04/28/2009	15:25	ORDER MECHATRONICS UNIT. PART IS RED ORDERED WILL BE 7-10 DAYS TILL ARRIVAL
04/28/2009	16:02	THANKS FOR THE UPDATE.
05/05/2009	14:00	INSTALLED MECHATRONICS UNIT PER ELSAWEBSITE GUIDE LINES. PERFORMED BASIC SETTINGS ON TRANS. TEST DROVE VEHICLE AND VEHICLE WOULD ONLY SHIFT IN 1-2 AND WOULD NOT PROGRESS FURTHER EVEN WHILE TIP TRONIC SHIFTING. GEAR SELECTOR WILL SHOW GEARS GOING FORWARD. CODE STORED FOR MECHANICAL MALFUNCTION/BASIC SETTINGS NOT PERFORMED IN TCM
05/05/2009	14:06	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY 61 AND 60 AND PERFORM ROAD TEST TO VERIFY THE REPAIRS. IF THE PROBLEM IS STILL PRESENT THE TECH MIGHT HAVE TO VERIFY IF HE GOT THE CORRECT PART NUMBER FOR THE MECHATRONICS.
05/05/2009	14:52	PERFORMED BASIC SETTINGS MANUALLY AND RETEST DROVE. NO FURTHER ISSUES
05/05/2009	16:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	16:33	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED BASIC SETTINGS MANUALLY AND RETEST DROVE. NO FURTHER ISSUES

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446273	EOS	2008	WVWFA71F58V [REDACTED]	11915	3885	04/28/2009	USA

Workshop Finding

VERIFIED CONCERN

Activity Date	Activity Time	Activity Comments
04/28/2009	14:28	DSG SURGES WHEN PULLING AWAY FROM A STOP (VERY LIGHT ACCELERATION). DELAY IN ENGAGEMENT FROM STOPS.
04/28/2009	14:28	ISSUE OPENED BY DEALERSHIP
04/28/2009	14:38	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT VTA. MVB 54 H39 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/28/2009	14:38	CUSTOMER COMMENTS: DSG SURGES WHEN PULLING AWAY FROM A STOP (VERY LIGHT ACCELERATION). DELAY IN ENGAGEMENT FROM STOPS.
04/28/2009	14:38	WORKSHOP FINDINGS: VERIFIED CONCERN
04/28/2009	15:24	PARTS ON ORDER
04/28/2009	16:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2009	16:34	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446286	JETTA	2008	3VWRA71KX8M [REDACTED]	5440	3885	04/28/2009	USA

Workshop Finding

ON FRIDAY WAS TOLD TO PERFORM BASIC SETTINGS AND CAR WAS SHIFTING BETTER. YESTERDAY HARD SHIFTING CAME BACK AND IS WORSE THAN ON FRIDAY. WAS TOLD TO GET MVB'S IF PROBLEM RETURNS. MVB 54 IS JO7G0180 AND MVB 64 IS 0 IN BOTH FIELDS.

Activity Date	Activity Time	Activity Comments
04/28/2009	14:41	CUSTOMER STATES TRANS JERKS IN DRIVE OR REVERSE AFTER SHIFTED ON LIGHT ACCELERATION. ON FRIDAY WAS TOLD TO PREFORM BASIC SETTINGS AND CAR WAS SHIFTING BETTER. YESTERDAY HARD SHIFTING CAME BACK AND IS WORSE THAN ON FRIDAY. WAS TOLD TO GET MVB'S IF PROBLEM RETURNS. MVB 54 IS JO7G0180 AND MVB 64 IS 0 IN BOTH FIELDS.
04/28/2009	14:41	ISSUE OPENED BY DEALERSHIP
04/28/2009	14:53	ADVISED TECH TO PLEASE REPLACE THE MECHATRONIC AND THEN PERFORM BASIC SETTINGS MANUALLY ONCE AGAIN. (KM2273)
04/28/2009	14:53	CUSTOMER COMMENTS: CUSTOMER STATES TRANS JERKS IN DRIVE OR REVERSE AFTER SHIFTED ON LIGHT ACCELERATION.
04/28/2009	14:53	WORKSHOP FINDINGS: ON FRIDAY WAS TOLD TO PERFORM BASIC SETTINGS AND CAR WAS SHIFTING BETTER. YESTERDAY HARD SHIFTING CAME BACK AND IS WORSE THAN ON FRIDAY. WAS TOLD TO GET MVB'S IF PROBLEM RETURNS. MVB 54 IS JO7G0180 AND MVB 64 IS 0 IN BOTH FIELDS.
04/28/2009	14:55	IN ORDER TO PERFORM BASIC SETTINGS, THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM). VEHICLE SHOULD BE IN PARK AND IDLING. ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.
04/28/2009	14:56	IF THE VEHICLE WERE TO LEAVE TODAY, PLEASE UPDATE AND CLOSE THIS VTA CASE. IF FURTHER ASSISTANCE IS NEEDED WHEN THE VEHICLE RETURNS, OPEN ANOTHER VTA AND CALL BACK.
04/28/2009	14:57	ESCALATED TO LEVEL 2; A2.
04/28/2009	15:06	CALLED COUSTOPMER AND VEHICLE IS STAYING, COUSTOMER DOSE NOT WANT TO DRIVE THE CAR SHIFTING HARD. I WILL UPDATE THE TICKET WHEN I INSTALL THE NEW MECHATRONIC.
04/28/2009	15:48	ISSUE UPDATED
04/28/2009	16:09	ISSUE SENT TO DEALERSHIP
05/04/2009	11:42	MECHATRONICS HAS NOT BEEN RECIVED AT OUR DEALERSHIP AS OF TODAY. VEHICLE IS STILL HEAR, I'M JUST UPDATEING THE ISSUE.
05/04/2009	20:10	ISSUE SENT TO DEALERSHIP
05/06/2009	13:43	NO PART YET JUST AN UPDATE
05/06/2009	16:33	WE ARE BEING TOLD THAT WE MAY NOT SEE THIS PART UNTIL THE FIRST WEEK IN JUNE. GERMANY IS SHIPPING AND WE HAVE NO IDEA YET WHAT PRIORITY WE ARE ON THE LIST. 02E-325-025-AD-ZD THE CUSTOMER, OF COURSE, IS NOT PLEASED AND DOES NOT WANT TO DRIVE THE VEHICLE THE WAY IT SHIFTS.
05/07/2009	08:56	ISSUE SENT TO DEALERSHIP
05/18/2009	07:31	MECHATRONICS UNIT ON ORDER CUSTOMER HAS VEHICLE

05/18/2009	11:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	11:09	ISSUE UPDATED
Consultant's Closing Comments		
MECHATRONICS UNIT ON ORDER CUSTOMER HAS VEHICLEESCALATED TO LEVEL 2; A2.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446288	JETTA	2008	3VWRJ71K18M [REDACTED]	19892	3885	04/28/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/28/2009	14:42	ISSUE OPENED BY DEALERSHIP
04/28/2009	14:42	VEHUCAL HAS A VERY HARSH ENGAGEMENT INTO DRIVE AND REVERSE ONLY WHEN HOT! ALSO WILL SHAKE THE ENGINE ALMOST TO A STALLING POINT.
04/28/2009	14:53	ADVISED TECH TO UPDATE WITH MVB 54 AND MVB 64 IN TCM.
04/28/2009	14:53	CUSTOMER COMMENTS: VEHUCAL HAS A VERY HARSH ENGAGEMENT INTO DRIVE AND REVERSE ONLY WHEN HOT! ALSO WILL SHAKE THE ENGINE ALMOST TO A STALLING POINT.
04/28/2009	15:06	TECH STATES WE ARE AT H46 IN MVB 54 AND 0/0 IN MVB 64. ADVISED TECH TO REPLACE MECHTRONICS UNIT, FLUID, BOLTS, AND FILTER. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY AFTER ORDERING UNIT.
04/28/2009	15:17	ORDERED MOTRONIC CONTROL MODULE
04/28/2009	15:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2009	15:45	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446330	RABBIT	2008	WVWFV71K28W [REDACTED]	10456	3885	04/28/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/28/2009	15:12	CAR JERKS WHEN TAKING OFF AND WONT HOLD ON A HILL AND JERKS ON DOWN SHIFTS
04/28/2009	15:12	ISSUE OPENED BY DEALERSHIP
04/28/2009	15:22	CUSTOMER COMMENTS: CAR JERKS WHEN TAKING OFF AND WONT HOLD ON A HILL AND JERKS ON DOWN SHIFTS
04/28/2009	15:22	TECH HAS STATED HE HAS SET BASIC SETTINGS, FOUND NO LEAKS AND HAS DUPLICATED CONDITION WHEN VEHICLE IS HOT. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
05/05/2009	09:02	ORDERED MECHATRONICS UNIT,PART ON BACK ORDER,CUSTOMER HAS PICKED UP VEHICLE WILL RETURN WHEN PART COMES IN.
05/05/2009	09:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	09:25	ISSUE UPDATED

Consultant's Closing Comments

D1 ORDERED MECHATRONICS UNIT,PART ON BACK ORDER,CUSTOMER HAS PICKED UP VEHICLE WILL RETURN WHEN PART COMES IN.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446345	JETTA	2009	3VWPL81K19M [REDACTED]	2032	3885	04/28/2009	USA

Workshop Finding

TECH COULD NOT DUPLICATE THE CONCERN. POSSIBLE CUSTOMER ERROR.

Activity Date	Activity Time	Activity Comments
04/28/2009	15:24	CUSTOMER REPORTS GEAR INDICATOR ON DASH BOARD FLASHES,USE GFF AND SELF DIAGNOSIS,DID NOT FOUND ANY FAULTS ON ANY CONTROL MODULE, DRIVE TEST VEHICLE 22 MILES,DID NOT DUPLICATE CUSTOMERS CONCERN,CHECK TECH.TIPS,TECH.SOLLUTIONS DID NOT FOUND RELATION,PLEASE ADVISE IF ANY INFORMATION IS AVAILABLE.
04/28/2009	15:24	ISSUE OPENED BY DEALERSHIP
04/28/2009	16:44	CUSTOMER COMMENTS: CUSTOMER REPORTS GEAR INDICATOR ON DASH BOARD FLASHES,USE GFF AND SELF DIAGNOSIS,DID NOT FOUND ANY FAULTS ON ANY CONTROL MODULE, DRIVE TEST VEHICLE 22 MILES,DID NOT DUPLICATE CUSTOMERS CONCERN,CHECK TECH.TIPS,TECH.SOLLUTIONS DID NOT FOUND RELATION,PLEASE ADVISE IF ANY INFORMATION IS AVAILABLE.
04/28/2009	16:44	CUSTOMER HAS TO APPLY THE FOOT FIRM ON THE BRAKE PEDAL WHEN SHIFTING THE SHIFTER FROM PARK TO REVERSE OR TO PARK. IF THE MECHATRONIC DOES NOT SEE A PROPER SIGNAL FROM THE BRAKE SWITHC THAT THE FOOT IS ON THE BRAKE PEDAL WHEN SHIFTING FROM PARK TO REVERSE OR DRIVE THE LIGHT WILL FLASH.
04/28/2009	16:44	WORKSHOP FINDINGS: TECH COULD NOT DUPLICATE THE CONCERN. POSSIBLE CUSTOMER ERROR.
04/28/2009	16:56	AFTER TALK TO TECH LINE WAS INFORM :CUSTOMER HAVE TO PRESS BRAKE PEDAL WITH A FIRM PRESSURE AND LONG ENOUGH FOR MODULES TO DETECT SIGNALS.
04/28/2009	17:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/28/2009	17:42	ISSUE UPDATED

Consultant's Closing Comments

AFTER TALK TO TECH LINE WAS INFORM :CUSTOMER HAVE TO PRESS BRAKE PEDAL WITH A FIRM PRESSURE AND LONG ENOUGH FOR MODULES TO DETECT SIGNALS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446423	EOS	2008	WVWBA71F58V [REDACTED]	17943	3885	04/28/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/28/2009	16:23	CUST STATES TRANS SHIFTING ROUGH JERKY DURING TRAFFIC SOMETIME FROM THE STOP NEEDED HELP
04/28/2009	16:23	ISSUE OPENED BY DEALERSHIP
04/28/2009	17:03	CUSTOMER COMMENTS: CUST STATES TRANS SHIFTING ROUGH JERKY DURING TRAFFIC SOMETIME FROM THE STOP NEEDED HELP
04/28/2009	17:03	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
04/30/2009	11:39	WAITING ON PARTS
04/30/2009	14:11	WAITING ON PARTS
04/30/2009	16:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	16:35	ISSUE UPDATED

Consultant's Closing Comments

PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446452	JETTA	2008	3VWRJ71K58M [REDACTED]	16787	3885	04/28/2009	USA

Workshop Finding

JERKS

Activity Date	Activity Time	Activity Comments
04/28/2009	16:43	DSG TRANS. UNDER LIGHT ACCEL IN REVERSE CAR LERCHES, HARD ACCEL NO PROBLEM FELT. CUST STATES SHIFTS HARD FROM 1 TO 2.
04/28/2009	16:43	ISSUE OPENED BY DEALERSHIP
04/28/2009	16:45	ADVISE TECH TO GET MVB 54 IN 02
04/28/2009	16:45	CUSTOMER COMMENTS: DSG TRANS. UNDER LIGHT ACCEL IN REVERSE CAR LERCHES, HARD ACCEL NO PROBLEM FELT. CUST STATES SHIFTS HARD FROM 1 TO 2.
04/28/2009	16:45	WORKSHOP FINDINGS: JERKS
04/28/2009	16:52	PLEASE REPLACE THE MECH UNIT.
05/04/2009	23:21	UPDATED CASE STATUS TO P1 PARTS ORDERED
05/05/2009	08:12	PART IS ON RED ORDER. AWAITING ARIVAL.
05/05/2009	17:08	PLEASE CLOSE CASE DUE TO RED ORDERED PART
05/08/2009	07:33	CLOSING TICKIT
05/08/2009	10:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	10:16	ISSUE UPDATED

Consultant's Closing Comments

PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446581	JETTA	2008	3VWRJ71K58M [REDACTED]	39650	3885	04/29/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/29/2009	09:02	CUST. STATES THAT CAR WILL JERK OR LUNGE WHEN LEAVING STOP SIGNS. HAS DSG TRANS. MVB #54 HAS THE LETTERS J11 AS THE FIRST THREE.
04/29/2009	09:02	ISSUE OPENED BY DEALERSHIP
04/29/2009	09:04	ATTACHED LOG
04/29/2009	09:11	CUSTOMER COMMENTS: CUST. STATES THAT CAR WILL JERK OR LUNGE WHEN LEAVING STOP SIGNS. HAS DSG TRANS. MVB #54 HAS THE LETTERS J11 AS THE FIRST THREE.
04/29/2009	09:11	TECH NEEDS TO PERFORM BASIC SETTINGS MANUALLY 61 AND 60 AND IF IT DOES NOT CORRECT THE PROBLEM REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER.
04/29/2009	09:51	SET BASIC SETTINGS TEST FROVE FOR TEN MILES. PROBLEM IS WORSE NOW. ORDERED MECHATRONICS UNIT WITH BOLTS. CAR IS GOING TO LEAVE.
04/29/2009	10:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2009	10:41	ISSUE UPDATED

Consultant's Closing Comments

SET BASIC SETTINGS TEST FROVE FOR TEN MILES. PROBLEM IS WORSE NOW. ORDERED MECHATRONICS UNIT WITH BOLTS. CAR IS GOING TO LEAVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446584	EOS	2008	WVWBA71F98V [REDACTED]	7943	3885	04/29/2009	USA

Workshop Finding

WE PERFORMED THE BASIC SETTINGS AND THE RESULTS ARE ATTACHED TO THIS TICKET. CAN YOU PLEASE EVALUATE THE READINGS AND LET US KNOW THE NEXT STEP TOWARDS A REPAIR.

Activity Date	Activity Time	Activity Comments
04/29/2009	09:04	ISSUE OPENED BY DEALERSHIP
04/29/2009	09:04	THIS CUSTOMER THINKS THAT THE VEHICLE HAS A PROBLEM WITH THE TRANS DUE TO THE ROLLING BACK WHEN DRIVING ON A HILL. WE PERFORMED THE BASIC SETTINGS AND THE RESULTS ARE ATTACHED TO THIS TICKET. CAN YOU PLEASE EVALUATE THE READINGS AND LET US KNOW THE NEXT STEP TOWARDS A REPAIR.
04/29/2009	09:24	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
04/29/2009	09:24	CUSTOMER COMMENTS: THIS CUSTOMER THINKS THAT THE VEHICLE HAS A PROBLEM WITH THE TRANS DUE TO THE ROLLING BACK WHEN DRIVING ON A HILL.
04/29/2009	09:24	WORKSHOP FINDINGS: WE PERFORMED THE BASIC SETTINGS AND THE RESULTS ARE ATTACHED TO THIS TICKET. CAN YOU PLEASE EVALUATE THE READINGS AND LET US KNOW THE NEXT STEP TOWARDS A REPAIR.
04/30/2009	14:26	THESE PARTS ARE ON ORDER AND THE VEHICLE WILL RETURN FOR REPAIRS ONCE WE OBTAIN ALL THE PARTS.
04/30/2009	14:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	14:32	ISSUE UPDATED

Consultant's Closing Comments

D1 THESE PARTS ARE ON ORDER AND THE VEHICLE WILL RETURN FOR REPAIRS ONCE WE OBTAIN ALL THE PARTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446671	JETTA	2008	3VWRA71KX8M [REDACTED]	9825	3735	04/29/2009	USA

Workshop Finding

FLARES UPON SHIFTS.

Activity Date	Activity Time	Activity Comments
04/29/2009	10:29	CUSTOMER STATES VEHICLE SURGES AT LOW SPEEDS AND SPORADICLY FLARES UPON SHIFTS.
04/29/2009	10:29	ISSUE OPENED BY DEALERSHIP
04/29/2009	10:35	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SURGES AT LOW SPEEDS AND SPORADICLY
04/29/2009	10:35	MVB 54 IN TCM=J08M0027 ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER , AND BOLTS . ALSO PERFORM BASIC SETTINGS.
04/29/2009	10:35	WORKSHOP FINDINGS: FLARES UPON SHIFTS.
05/06/2009	17:19	P1 SPOKE TO CHUCK IN VW SERVICE, VEHICLE IS HOLDING FOR RED ORDERED PARTS.
05/07/2009	08:27	PARTS WERE ORDERED & ARE ON BACK ORDER.CLOSING VTA
05/07/2009	08:28	CLOSE VTA
05/11/2009	06:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	06:35	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS, FLUID, FILTER , AND BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446673	JETTA	2008	3VWRA71KX8M [REDACTED]	6413	3735	04/29/2009	USA

Workshop Finding

I WENT THROUGH GFF THERE IS NOT ANY CODES RELATED TO ENG OR TRANS. I CAN DUPLICATE THE CONCERN IN FORWARD OR REVERSE. YOU CAN REALLY NOTICE IT ON A SLIGHT INCLINE AND YOU ARE AT A STOP AND YOU TAKE YOUR FOOT OFF THE BRAKE. THE VEHICLE WILL ENGAGE THE TRANS BUT THEN IT SEEMS LIKE IT COMES OUT OF GEAR. THEN IT WILL BANG IN AND GO. NORMAL DRIVING IT SHIFTS FINE.

Activity Date	Activity Time	Activity Comments
04/29/2009	10:29	CUSTOMER STATES VEHICLE WILL SHUTTER IN 1ST GEAR ON ACCELERATION. I WENT THROUGH GFF THERE IS NOT ANY CODES RELATED TO ENG OR TRANS. I CAN DUPLICATE THE CONCERN IN FORWARD OR REVERSE. YOU CAN REALLY NOTICE IT ON A SLIGHT INCLINE AND YOU ARE AT A STOP AND YOU TAKE YOUR FOOT OFF THE BRAKE. THE VEHICLE WILL ENGAGE THE TRANS BUT THEN IT SEEMS LIKE IT COMES OUT OF GEAR. THEN IT WILL BANG IN AND GO. NORMAL DRIVING IT SHIFTS FINE.
04/29/2009	10:29	ISSUE OPENED BY DEALERSHIP
04/29/2009	10:41	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE WILL SHUTTER IN 1ST GEAR ON ACCELERATION.
04/29/2009	10:41	MNB 54 IN TCM = J14A0502 ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER , AND BOLTS. ALSO PERM BASIC SETTINGS.
04/29/2009	10:41	WORKSHOP FINDINGS: I WENT THROUGH GFF THERE IS NOT ANY CODES RELATED TO ENG OR TRANS. I CAN DUPLICATE THE CONCERN IN FORWARD OR REVERSE. YOU CAN REALLY NOTICE IT ON A SLIGHT INCLINE AND YOU ARE AT A STOP AND YOU TAKE YOUR FOOT OFF THE BRAKE. THE VEHICLE WILL ENGAGE THE TRANS BUT THEN IT SEEMS LIKE IT COMES OUT OF GEAR. THEN IT WILL BANG IN AND GO. NORMAL DRIVING IT SHIFTS FINE.
05/01/2009	08:54	OWNER TO TAKE VEHICLE AND RETURN WHEN PARTS ARRIVE.
05/04/2009	06:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	06:46	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONICS , FLUID, FILTER , AND BOLTS OWNER TO TAKE VEHICLE AND RETURN WHEN PARTS ARRIVE.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446702	JETTA	2008	3VWRJ71K98M [REDACTED]	15808	3735	04/29/2009	USA

Workshop Finding

A STOP LIGHT IT FEALS LIKE IT GOES INTO NUETRAL

Activity Date	Activity Time	Activity Comments
04/29/2009	10:51	ISSUE OPENED BY DEALERSHIP
04/29/2009	10:51	THIS CAR HAS A PROBLEM WITH THE TRANSMISION WHEN HOT AND SITTING AT A STOP LIGHT IT FEALS LIKE IT GOES INTO NUETRAL AND WHEN YOU GIVE IT GAS THE TRANSMISION JUMPS IN AND OUT OF GEAR. THERE ARE NO FAULTS FOR THE TRANS.
04/29/2009	10:57	CUSTOMER COMMENTS: THIS CAR HAS A PROBLEM WITH THE TRANSMISION WHEN HOT AND SITTING AT A STOP LIGHT IT FEALS LIKE IT GOES INTO NUETRAL AND WHEN YOU GIVE IT GAS THE TRANSMISION JUMPS IN AND OUT OF GEAR. THERE ARE NO FAULTS FOR THE TRANS.
04/29/2009	10:57	GET MVB 54 IN 02
04/29/2009	10:57	WORKSHOP FINDINGS: A STOP LIGHT IT FEALS LIKE IT GOES INTO NUETRAL
05/01/2009	09:04	THE READINGS FROM MBV 02-52 IS 65535 IN ALL 4 FIELDS.THANKS CRAIG I ALSO RECHECK FOPR FAULT.THERE STILL IS NO FAULTS.
05/01/2009	09:21	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/01/2009	09:59	THANKS FOR THE INFO.PARTS ARE ON ORDER AND THE CUSTOMER HAS BEEN CALLED TO PICK UP HIS CAR UNTIL THE PARTS COME IN.THANKS CRAIG.
05/01/2009	12:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/01/2009	12:55	ISSUE UPDATED

Consultant's Closing Comments

THANKS FOR THE INFO.PARTS ARE ON ORDER AND THE CUSTOMER HAS BEEN CALLED TO PICK UP HIS CAR UNTIL THE PARTS COME IN.THANKS CRAIG.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446743	EOS	2008	WVWBA71F38V [REDACTED]	11878	3885	04/29/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/29/2009	11:21	ISSUE OPENED BY DEALERSHIP
04/29/2009	11:21	THIS VEHICLE DRIVES OUT FINE BUT IF YOU COME TO A STOP IT WILL JERK/LUNGE WHEN YOU START OFF. RAN BASIC SETTINGS (DSG TRANS.) PROBLEM STILL THERE. RAN GFF NO CODES IN SYSTEM BEFORE OR AFTER BASIC SETTING. JON
04/29/2009	11:25	CUSTOMER COMMENTS: THIS VEHICLE DRIVES OUT FINE BUT IF YOU COME TO A STOP IT WILL JERK/LUNGE WHEN YOU START OFF. RAN BASIC SETTINGS (DSG TRANS.) PROBLEM STILL THERE. RAN GFF NO CODES IN SYSTEM BEFORE OR AFTER BASIC SETTING. JON
04/29/2009	11:25	PLEASE REPLACE THE MECH UNIT, FLUID, FILTER, AND BOLTS.
05/05/2009	16:47	MECH UNIT ON WAY BUT ON BACK ORDER. JON
05/06/2009	15:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2009	15:04	ISSUE UPDATED

Consultant's Closing Comments

MECH UNIT ON WAY BUT ON BACK ORDER. JON

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446842	EOS	2008	WVWFA71F88V [REDACTED]	8657	3885	04/29/2009	USA

Workshop Finding

CORPERATE CONTACT RICK BARKE DROVE VEHICLE WITH CUSTOMER AND CONFIRMED REPAIR. ADVISED CALL TO TECHLINE WOULD BE NEEDED TO RELEASE DSG MECHATRONICS UNIT.

Activity Date	Activity Time	Activity Comments
04/29/2009	12:58	CUSTOMER STATES THE CAR LURCHES, BUMPS, FELS AS IF IT WANTS TO STALL, STRONG ACCEL CAR HESITATES, SOMETIMES THE CAR ACCELS BY ITSELF, ITS WORSE WHEN DRIVING ON HIGHWAYS THEN GOING STOP AND GO IN TOWN. CORPERATE CONTACT RICK BARKE DROVE VEHICLE WITH CUSTOMER AND CONFIRMED REPAIR. ADVISED CALL TO TECHLINE WOULD BE NEEDED TO RELEASE DSG MECHATRONICS UNIT.
04/29/2009	12:58	ISSUE OPENED BY DEALERSHIP
04/29/2009	13:18	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, IF OK PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW AND REEVALUATE, IF CONCERN IS STILL PRESENT PLEASE CALL BACK WITH MVB 54 IN TCM. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/29/2009	13:18	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR LURCHES, BUMPS, FELS AS IF IT WANTS TO STALL, STRONG ACCEL CAR HESITATES, SOMETIMES THE CAR ACCELS BY ITSELF, ITS WORSE WHEN DRIVING ON HIGHWAYS THEN GOING STOP AND GO IN TOWN.
04/29/2009	13:18	WORKSHOP FINDINGS: CORPERATE CONTACT RICK BARKE DROVE VEHICLE WITH CUSTOMER AND CONFIRMED REPAIR. ADVISED CALL TO TECHLINE WOULD BE NEEDED TO RELEASE DSG MECHATRONICS UNIT.
05/06/2009	15:09	SPOKE WITH RICK IN SERVICE. CUSTOMER PICKED UP VEHICLE BEFORE DIAGNOSIS COULD BE COMPLETED. C1
05/11/2009	14:26	CUSTOMER TOOK CAR BEFORE DIAGNOSTICS COULD BE PERFORMED.
05/11/2009	15:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	15:45	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER TOOK VEHICLE BEFORE DIAGNOSIS WAS COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446854	EOS	2008	WVWBA71F48V [REDACTED]	13593	3885	04/29/2009	USA

Workshop Finding

MVB 64 HAS 0, 0. MVB 54 HAS H39. I HAD THE TECH PERFORM BASIC SETTINGS MANUALLY IN 61 AND 60 AND SYSTEM PASSED OK

Activity Date	Activity Time	Activity Comments
04/29/2009	13:16	HARSH SHIFTING AND SEEMS TO SLIPP IN AND OUT OF GEAR WHEN STARTING FROM STOP'PULSATES IN AND OUT OF GEAR.1ST TO 2ND LITTLE HARSH.PERFORMED GFF AND FOUND NO FAULTS,PERFORMED CAP DISCHARGE,AND PERFORMED MANUAL BASICSETTINGS AND PERFORMED ROAD TEST AND FOUND NO CHANGE.HAD THIS CONCERN BEFORE AND REPLACE MECHTRONICS UNIT AND WORKED OUT OK
04/29/2009	13:16	ISSUE OPENED BY DEALERSHIP
04/29/2009	13:35	CUSTOMER COMMENTS: HARSH SHIFTING AND SEEMS TO SLIPP IN AND OUT OF GEAR WHEN STARTING FROM STOP'PULSATES IN AND OUT OF GEAR.1ST TO 2ND LITTLE HARSH.PERFORMED GFF AND FOUND NO FAULTS,PERFORMED CAP DISCHARGE,AND PERFORMED MANUAL BASICSETTINGS AND PERFORMED ROAD TEST AND FOUND NO CHANGE.HAD THIS CONCERN BEFORE AND REPLACE MECHTRONICS UNIT AND WORKED OUT OK
04/29/2009	13:35	TECH NEEDS TO PERFORM ROAD TEST AND IF THE CONCERN IS STILL PRESENT REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
04/29/2009	13:35	WORKSHOP FINDINGS: MVB 64 HAS 0, 0. MVB 54 HAS H39. I HAD THE TECH PERFORM BASIC SETTINGS MANUALLY IN 61 AND 60 AND SYSTEM PASSED OK
04/30/2009	13:15	PERFORMED EXTENDED ROAD TEST AND FOUND NO PERFORMANCE CHANGE.REPLACED MECATRONICS UNIT BOLTS AND ITS FILTER.RESET BASIC SETTINGS AND REPERFORMED EXTENDED ROAD TEST AND PERFORMS TO MANUFACTORS SPECS.THANK YOU FOR ALL YOUR HELP
04/30/2009	14:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	14:11	ISSUE UPDATED

Consultant's Closing Comments

TE: PERFORMED EXTENDED ROAD TEST AND FOUND NO PERFORMANCE CHANGE.REPLACED MECATRONICS UNIT BOLTS AND ITS FILTER.RESET BASIC SETTINGS AND REPERFORMED EXTENDED ROAD TEST AND PERFORMS TO MANUFACTORS SPECS.THANK YOU FOR ALL YOUR HELP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
446907	RABBIT	2008	WVWHV71K58W [REDACTED]	12076	3885	04/29/2009	USA

Workshop Finding

KNOCKING NOISE FROM TRANSMISSION

Activity Date	Activity Time	Activity Comments
04/29/2009	13:54	CUSTOMER CONCERN IS THAT IN STOP AND GO TRAFFIC WHEN COMING TO A STOP 2-1 DOWNSHIFT HAS A KNOCKING NOISE, VERIFIED THAT NOISE IS COMING FROM TRANS ON 2-1 DOWNSHIFT, OCCURS INTERMITTANTLY. NO FAULTS STORED.
04/29/2009	13:54	ISSUE OPENED BY DEALERSHIP
04/29/2009	13:59	1ADVIS ETECH TO MVB 54 REPLACE MECHTRONICS FLUID AND FILTER
04/29/2009	13:59	CUSTOMER COMMENTS: CUSTOMER CONCERN IS THAT IN STOP AND GO TRAFFIC WHEN COMING TO A STOP 2-1 DOWNSHIFT HAS A KNOCKING NOISE, VERIFIED THAT NOISE IS COMING FROM TRANS ON 2-1 DOWNSHIFT, OCCURS INTERMITTANTLY. NO FAULTS STORED.
04/29/2009	13:59	WORKSHOP FINDINGS: KNOCKING NOISE FROM TRANSMISSION
04/29/2009	14:45	ORDERED MECHATRONICS UNIT, HARDWARE, FLUID, AND FILTER
04/29/2009	14:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2009	14:49	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONICS UNIT, HARDWARE, FLUID, AND FILTER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447052	RABBIT	2008	WVWKC71K78W [REDACTED]	13911	3885	04/29/2009	USA

Workshop Finding

MTB 54=H01; NO FAULTS. TCM 02E011CC 1405

Activity Date	Activity Time	Activity Comments
04/29/2009	15:57	ISSUE OPENED BY DEALERSHIP
04/29/2009	15:57	VEHICLE RETURNED WITH SAME PROBLEM AS PREVIOUSLY ADDRESSED. AFTER COMING TO A COMPLETE STOP AND REMOVING FOOT FROM BRAKE, VEHICLE LURCHES FORWARD WITHOUT HITTING ACCELERATOR. CONFIRMED THIS IN DRIVE AND ALSO ONCE IN REVERSE.
04/29/2009	16:06	CUSTOMER COMMENTS: VEHICLE RETURNED WITH SAME PROBLEM AS PREVIOUSLY ADDRESSED. AFTER COMING TO A COMPLETE STOP AND REMOVING FOOT FROM BRAKE, VEHICLE LURCHES FORWARD WITHOUT HITTING ACCELERATOR. CONFIRMED THIS IN DRIVE AND ALSO ONCE IN REVERSE.
04/29/2009	16:06	SMALL EVAP LEAK FAULT, REPLACED THE N80. REMOVE THE LINE OFF THE EVAP CANISTER AND CHECK FOR FUEL. UPDATE THE VTA AND CALL BACK.
04/29/2009	16:06	WORKSHOP FINDINGS: MTB 54=H01; NO FAULTS. TCM 02E011CC 1405
04/30/2009	08:29	DISCONNECTED LINE GOING TO CARBON CANISTER (I THINK), GOT A CLEAR OILY RESIDUE THAT CAME OUT (NOT GASOLINE), SEE ATTACHED PICTURES. NOT SURE IF I DISCONNECTED CORRECT LINE. CARBON CANISTER IS ABOVE REAR MUFFLER BEHIND A SHIELD.
04/30/2009	09:28	ADVISED TECH I COULD SEND HIM TO VOICEMAIL DUE TO LEVEL 2 CASE STATUS BUT HE SAID HE WILL CALL BACK AT 11:30.
04/30/2009	11:49	CHECK IDLE SPEED WHEN THIS HAPPENS
04/30/2009	11:49	FILL THE TANK AND ROAD TEST, RECHECK FOR FUEL IN THE CANISTER
04/30/2009	15:46	IDLE IS AT 600 RPM, FILLED FUEL TANK AND ROAD TESTED - 15MILES - RECHECKED LINE - NO FUEL PRESENT. MTB 54 READS; H01K0229
04/30/2009	15:52	REPLACE THE MECH, FLUID, FILTER AND BOLTS, SET BASIC SETTINGS
05/01/2009	09:24	REMOVE LINES AT N-80 INSPECT FOR OIL
05/01/2009	16:26	NO TRACE OF LIQUIDS IN N-80 VALVE.
05/01/2009	16:31	INSPECT THE FUEL IN THE TANK FOR CONTAMINATION.
05/04/2009	12:14	REMOVED FUEL SENDING UNIT AND INSPECTED FUEL - O.K., DRAINED TANK DOWN AND INSPECTED FOR RESIDUE ON BOTTOM - NONE.
05/04/2009	12:38	TRANSFER TO GS.
05/04/2009	12:52	CALLED THE TECH BACK AND LEFT A MESSAGE.
05/04/2009	13:21	PER CHRIS G. PREVIOUS REQUEST, I ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/04/2009	15:39	GOT PARTS ON ORDER, WILL INSTALL AND OPEN ANOTHER TICKET IF PROBLEMS PERSIST.
05/04/2009	18:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	18:48	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447059	JETTA	2008	3VWRJ71K78M [REDACTED]	7769	3885	04/29/2009	USA

Workshop Finding

J10=MVB 54. NO FAULTS. FLUID LEVEL AND CONDITION

Activity Date	Activity Time	Activity Comments
04/29/2009	16:09	CUSTOMER STATES THAT ON TAKE OFFS FROM STOPS WHEN RELEASING BRAKE AND WITH OUT PRESSING THE GAS THE VEHICLE SHUDDERS LIKE A MANUAL. 0 FAULT IN ECM AND TCM
04/29/2009	16:09	ISSUE OPENED BY DEALERSHIP
04/29/2009	16:14	CUSTOMER COMMENTS: CUSTOMER STATES THAT ON TAKE OFFS FROM STOPS WHEN RELEASING BRAKE AND WITH OUT PRESSING THE GAS THE VEHICLE SHUDDERS LIKE A MANUAL. 0 FAULT IN ECM AND TCM
04/29/2009	16:14	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS RETEST FOR ISSUE
04/29/2009	16:14	WORKSHOP FINDINGS: J10=MVB 54. NO FAULTS. FLUID LEVEL AND CONDITION
05/06/2009	13:50	TECH CALLED ON WRONG VEHICLE, ADVISED TECH TO OPEN NEW VTA FOR VEHICLE HE IS WORKING ON.
05/07/2009	11:27	SPOKE TO DERREK STATES CAR IS WAITING ON PARTS
06/01/2009	11:20	MECHATRONIC UNIT REPLACED, PROBLEM SOLVED, CUSTOMER HAS VEHICLE AS OF 05/22/09....CLOSED BY SM
06/01/2009	11:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/01/2009	11:36	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONIC UNIT REPLACED, PROBLEM SOLVED, CUSTOMER HAS VEHICLE AS OF 05/22/09....CLOSED BY SM

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447108	JETTA	2008	3VWRA71K98M [REDACTED]	7319	3885	04/29/2009	USA

Workshop Finding

READINGS IN MVB 64 IS 0, 0. AND 54 IS J12. TECH PERFORMED BASIC SETTINGS MANUALLY 61 AND 60 AND THIS DID NOT CORRECT THE CONCERN

Activity Date	Activity Time	Activity Comments
04/29/2009	16:54	ISSUE OPENED BY DEALERSHIP
04/29/2009	16:54	WHILE DRIVING AND MAKING STOP THEN TAKING OF CAR HESITATES BEAFORE GOING AND TRANSMISSION SKIPS,THEN KICKS AND GOES.
04/29/2009	17:25	CUSTOMER COMMENTS: WHILE DRIVING AND MAKING STOP THEN TAKING OF CAR HESITATES BEAFORE GOING AND TRANSMISSION SKIPS,THEN KICKS AND GOES.
04/29/2009	17:25	REPLACE MECHATRONIC, BOLTS, FLUID AND FILTER.
04/29/2009	17:25	WORKSHOP FINDINGS: READINGS IN MVB 64 IS 0, 0. AND 54 IS J12. TECH PERFORMED BASIC SETTINGS MANUALLY 61 AND 60 AND THIS DID NOT CORRECT THE CONCERN
04/29/2009	17:31	TECH SHOULD RETURN THE VEH TO THE CUSTOMER WHILE THE MECHATRONIC UNIT IS ON ORDER. IF THE CUSTOMER DECLINES TO DRIVE THE VEHICLE AS IS, DEALER WILL HAVE TO DECIDE WHAT TO DO.
04/29/2009	18:34	PART IN ORDER REALEAS CAR TO CUSTOMER UNTIL RECIVE PART
04/30/2009	09:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	09:20	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC, BOLTS, FILTER AND FLUID.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447141	JETTA	2008	3VWRA71K28M [REDACTED]	8512	3735	04/29/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/29/2009	17:43	AUTOMATIC TRANSMISSION ABOUT 10 MPH AND REALISING GAS CAR SHAKES BAD LIKE IF GOING TO STALL OUT,OLSO WHILE DRIVING AND SLOWING DOWN,CAR DOWN SHIFT REALY HARD,IT KICKS BAD.
04/29/2009	17:43	ISSUE OPENED BY DEALERSHIP
04/29/2009	18:38	CUSTOMER COMMENTS: AUTOMATIC TRANSMISSION ABOUT 10 MPH AND REALISING GAS CAR SHAKES BAD LIKE IF GOING TO STALL OUT,OLSO WHILE DRIVING AND SLOWING DOWN,CAR DOWN SHIFT REALY HARD,IT KICKS BAD.
04/29/2009	18:38	GET MVB 54 IN 02....J05
04/29/2009	18:39	REPLACE MECHTRONICS FULD AND FILTER AND SET BASEIC SETTING RELEASE CAR TO CUST UNTIL PARTS ARRIVE
04/29/2009	18:51	PART IN ORDER AND RELEAS CAR UNTIL PART RECIVE
04/29/2009	18:55	REPLACE MECHTRONICS FULD AND FILTER AND SET BASEIC SETTING RELEASE CAR TO CUST UNTIL PARTS ARRIVE
04/29/2009	18:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/29/2009	18:56	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHTRONICS FULD AND FILTER AND SET BASEIC SETTING RELEASE CAR TO CUST UNTIL PARTS ARRIVE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447176	EOS	2008	WVWBA71F78V [REDACTED]	5191	3885	04/30/2009	USA

Workshop Finding

CUSTOMER STATES REANS HESITATES

Activity Date	Activity Time	Activity Comments
04/30/2009	07:42	CUSTOMER STATES REANS HESITATES. VERIFIED COMPLAINT, ALMOST STALLS. THE MVG #54 IS J15J0441.
04/30/2009	07:42	ISSUE OPENED BY DEALERSHIP
04/30/2009	14:12	CUSTOMER COMMENTS: CUSTOMER STATES REANS HESITATES. VERIFIED COMPLAINT, ALMOST STALLS. THE MVG #54 IS J15J0441.
04/30/2009	14:12	PLEASE REPLACE MECHATRONICS AND FLUID AND FILTER SET S/B
04/30/2009	14:12	WORKSHOP FINDINGS: CUSTOMER STATES REANS HESITATES
04/30/2009	14:13	ADVSIE TECH TO RELAESE CAR TO CUST
04/30/2009	14:33	THE PARTS ARE ON ORDER MARK. THANKS FOR YORU HELP. BILL..
04/30/2009	15:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	15:45	ISSUE UPDATED

Consultant's Closing Comments

PLEASE REPLACE MECHATRONICS AND FLUID AND FILTER SET S/B

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447187	EOS	2008	WVWBA71F98V [REDACTED]	8911	3885	04/30/2009	USA

Workshop Finding

VERFIED CONCERN, NO FAULT PRESENT. PERMISSION TO REPLACE MECHATRONICS UNIT.

Activity Date	Activity Time	Activity Comments
04/30/2009	08:17	CUSTOMER STATES TRANS IS LURCHING FROM A STOP. VERFIED CONCERN, NO FAULT PRESENT. PERMISSION TO REPLACE MECHATRONICS UNIT.
04/30/2009	08:17	ISSUE OPENED BY DEALERSHIP
04/30/2009	08:25	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA AFTER ORDERING PARTS. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/30/2009	08:25	CUSTOMER COMMENTS: CUSTOMER STATES TRANS IS LURCHING FROM A STOP.
04/30/2009	08:25	WORKSHOP FINDINGS: VERFIED CONCERN, NO FAULT PRESENT. PERMISSION TO REPLACE MECHATRONICS UNIT.
04/30/2009	11:31	ORDERD PARTS
04/30/2009	12:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	12:19	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447209	EOS	2008	WVWBA71F48V [REDACTED]	8828	3885	04/30/2009	USA

Workshop Finding

REPLACED MECHATRONICS AND PERFORMED BASIC SETTING. WENT TO ROAD TEST AND WHEN ENGAGING 1ST TO 2ND GEAR BANGS INTO GEAR AND GEAR SELECTOR IN DASH STARTS FLASHING. PERFORMED GFF AND FOUND THIS FAULT P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMMUNICATION.

Activity Date	Activity Time	Activity Comments
04/30/2009	08:47	ISSUE OPENED BY DEALERSHIP
04/30/2009	08:47	VEHICLE WAS ABOUT MOETHN AGO FOR BUCKING. NO FAULTS IN SYSTEM WAS FOUND . PERFORMED BASIC SETTINGS AND YOU GUYS ADVISED TO REPLACED MECHATRONICK. REPLACED MECHATRONIC AND PERFORMED BASIC SETTING. WENT TO ROAD TEST AND WHEN ENGAGING 1ST TO 2ND GEAR BANGS INTO GEAR AND GEAR SELECTOR IN DASH STARTS FLASHING. PERFORMED GFF AND FOUND THIS FAULT P2711 INPAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMMUNICATION.
04/30/2009	09:08	CUSTOMER COMMENTS: VEHICLE WAS ABOUT MONTH AGO FOR BUCKING. NO FAULTS IN SYSTEM WAS FOUND . PERFORMED BASIC SETTINGS AND YOU GUYS ADVISED ME TO REPLACE MECHATRONICS.
04/30/2009	09:08	GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.
04/30/2009	09:08	WORKSHOP FINDINGS: REPLACED MECHATRONICS AND PERFORMED BASIC SETTING. WENT TO ROAD TEST AND WHEN ENGAGING 1ST TO 2ND GEAR BANGS INTO GEAR AND GEAR SELECTOR IN DASH STARTS FLASHING. PERFORMED GFF AND FOUND THIS FAULT P2711 IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE NO COMMUNICATION.
04/30/2009	14:45	PERFORMED PROCEDURE AS TOLD AND AT BEGINING OF ROAD TEST EXPERIENCED SAME CONDITIONS AS BEFORE BASIC SETTINGS
04/30/2009	14:53	GET MVB 41 & 48 FROM THE OLD AND NEW MECHATRONIC
04/30/2009	16:04	VALUE BLOCKS 41 AND 48 AS TOLD. FIRST IS THE NEW MECHATRONIK, SECOND READINGS ARE FROM OLD MECHATRONIKS.
04/30/2009	17:23	PLEASE CALL IN WHEN YOU HAVE TIME, THANKS!
05/01/2009	09:08	TRANSFER TO CG
05/01/2009	12:15	REPLACE THE MECH WITH THE CORRECT PART NO AND RETEST. 02E325025ADZDE IS WHATS REQUIRED
05/11/2009	15:30	THANK YOU FOR YOUR HELP
05/11/2009	16:26	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	16:26	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECH WITH THE CORRECT PART NO

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447261	EOS	2008	WVWBA71F28V [REDACTED]	7579	3885	04/30/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
04/30/2009	09:45	CUSTOMER STATES AFTER DRIVING FOR SOME TIME I TRAFFIC. MOSTLY STOP AND GO TRAFFIC. CAR JERKS ALOT. NOT AS NOTICEABLE WHEN COLD. DROVE TESTED CAR AFTER LETTING IDLE FOR AWHILE. DUPLICATED CONCERN , WHEN COMING TO A FULLY STOP, AND TRY TO ACCELERATE CAR JERKS, BACK AND FORTH. SCANNED MODULES. NO FAULTS FOUND. SETTED BASIC SETTINGS. WENT FOR ROAD TEST. SAME. DID NOT CHANGE. STILL JERKS.
04/30/2009	09:45	ISSUE OPENED BY DEALERSHIP
04/30/2009	09:50	CUSTOMER COMMENTS: CUSTOMER STATES AFTER DRIVING FOR SOME TIME I TRAFFIC. MOSTLY STOP AND GO TRAFFIC. CAR JERKS ALOT. NOT AS NOTICEABLE WHEN COLD. DROVE TESTED CAR AFTER LETTING IDLE FOR AWHILE. DUPLICATED CONCERN , WHEN COMING TO A FULLY STOP, AND TRY TO ACCELERATE CAR JERKS, BACK AND FORTH. SCANNED MODULES. NO FAULTS FOUND. SETTED BASIC SETTINGS. WENT FOR ROAD TEST. SAME. DID NOT CHANGE. STILL JERKS.
04/30/2009	09:50	PLEASE ORDER MECH UNIT AND SHIP CAR TO CUSTOMER.
04/30/2009	10:01	ORDERED MECHATRONIK UNIT. ON BACKORDER.
04/30/2009	16:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	16:25	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONIK UNIT. ON BACKORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447267	JETTA	2008	3VWRJ71K38M	31314	3885	04/30/2009	USA

Workshop Finding

TEST DROVE VEHICLE AND FOUND THAT VEHICLE WILL SOMETIMES CLUNK INTO GEAR WHEN ACCELERATING FROM A STOP AND TRANS WILL STUTTER. VEHICLE IS SHIFTING NORMALLY AFTER 1ST GEAR. NO FAULT CODES WERE FOUND. NO LEAKS ARE PRESENT. PERFORMED BASIC SETTINGS FOR DSG TRANSMISSION AND VEHICLE IS STILL STUTTERING FROM A STOP.

Activity Date	Activity Time	Activity Comments
04/30/2009	09:52	CUSTOMER IS SAYING THAT WHEN ACCELERATING FROM A STOP VEHICLE WILL STUTTER. TEST DROVE VEHICLE AND FOUND THAT VEHICLE WILL SOMETIMES CLUNK INTO GEAR WHEN ACCELERATING FROM A STOP AND TRANS WILL STUTTER. VEHICLE IS SHIFTING NORMALLY AFTER 1ST GEAR. NO FAULT CODES WERE FOUND. NO LEAKS ARE PRESENT. PERFORMED BASIC SETTINGS FOR DSG TRANSMISSION AND VEHICLE IS STILL STUTTERING FROM A STOP.
04/30/2009	09:52	ISSUE OPENED BY DEALERSHIP
04/30/2009	09:58	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 J11 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/30/2009	09:58	CUSTOMER COMMENTS: CUSTOMER IS SAYING THAT WHEN ACCELERATING FROM A STOP VEHICLE WILL STUTTER.
04/30/2009	09:58	WORKSHOP FINDINGS: TEST DROVE VEHICLE AND FOUND THAT VEHICLE WILL SOMETIMES CLUNK INTO GEAR WHEN ACCELERATING FROM A STOP AND TRANS WILL STUTTER. VEHICLE IS SHIFTING NORMALLY AFTER 1ST GEAR. NO FAULT CODES WERE FOUND. NO LEAKS ARE PRESENT. PERFORMED BASIC SETTINGS FOR DSG TRANSMISSION AND VEHICLE IS STILL STUTTERING FROM A STOP.
04/30/2009	10:06	PARTS HAVE BEEN ORDERED.
04/30/2009	12:20	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	12:20	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447392	RABBIT	2008	WVWVFV71K88W [REDACTED]	11060	3885	04/30/2009	USA

Workshop Finding

UPON TEST DRIVE I NOTED THAT WHEN THE VEHICLE PART ON THE INCLINE AND LET GOES OF THE BRAKE AND VEHICLE TRY TO MOVE FORWARD THAT WHERE I FOUND THE LURCHING PROBLEM (AFTER RAN GFF AND FOUND NO FAULT FOR ECM OR TCM).

Activity Date	Activity Time	Activity Comments
04/30/2009	12:07	CAR LURCHES UPON ACCELERATION.
04/30/2009	12:07	UPON TEST DRIVE I NOTED THAT WHEN THE VEHICLE PART ON THE INCLINE AND LET GOES OF THE BRAKE AND VEHICLE TRY TO MOVE FORWARD THAT WHERE I FOUND THE LURCHING PROBLEM (AFTER RAN GFF AND FOUND NO FAULT FOR ECM OR TCM).
04/30/2009	12:07	ISSUE OPENED BY DEALERSHIP
04/30/2009	12:36	ADVISED TECH TO VERIFY CONCERN, GO ON CUSTOMER ROAD TEST IF NEEDED, IF VERIFIED CHECK FLUID LEVEL AND CONDITION AND GET MVB 54 INFO. ATTACH GFF LOG TO VTA AND CALL BACK.
04/30/2009	12:36	CUSTOMER COMMENTS: CAR LURCHES UPON ACCELERATION.
04/30/2009	12:36	WORKSHOP FINDINGS: UPON TEST DRIVE I NOTED THAT WHEN THE VEHICLE PART ON THE INCLINE AND LET GOES OF THE BRAKE AND VEHICLE TRY TO MOVE FORWARD THAT WHERE I FOUND THE LURCHING PROBLEM (AFTER RAN GFF AND FOUND NO FAULT FOR ECM OR TCM).
05/01/2009	11:58	ISSUE SENT TO DEALERSHIP
05/08/2009	14:35	THE VEHICLE WAS CHECKED OUT BY ANOTHER TECH IN THE SHOP AND ORDERED THE MECHATRONIC. I REPLACED THE MECHATRONIC AND CHECK THE FLUID LEVEL AND TEST DROVE THE VEHICLE AND NO FUTHER PROBLEM FOUND WITH THE VEHICLE. VPAMS
05/10/2009	17:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/10/2009	17:36	ISSUE UPDATED

Consultant's Closing Comments

THE VEHICLE WAS CHECKED OUT BY ANOTHER TECH IN THE SHOP AND ORDERED THE MECHATRONIC. I REPLACED THE MECHATRONIC AND CHECK THE FLUID LEVEL AND TEST DROVE THE VEHICLE AND NO FUTHER PROBLEM FOUND WITH THE VEHICLE. VPAMS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447423	RABBIT	2008	WVWKC71K98W [REDACTED]	21518	3885	04/30/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/30/2009	12:57	ISSUE OPENED BY DEALERSHIP
04/30/2009	12:57	JERKING AND DELAY WHILE ACCELERATING
04/30/2009	15:19	CUSTOMER COMMENTS: JERKING AND DELAY WHILE ACCELERATING
04/30/2009	15:19	NO FUEL AT CANISTER GETR MVB 54
04/30/2009	15:31	H30 BUILT DATE
04/30/2009	15:31	MVB 54 IN TCM IS H30B0510
04/30/2009	15:32	REPALCE MECHATROINCS AND FLUID AND FILTER SET BASIC SETTING AFTERREPLACEMENT
05/01/2009	18:00	PARTS ARE ON ORDER
05/04/2009	09:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	09:32	ISSUE UPDATED

Consultant's Closing Comments

REPALCE MECHATROINCS AND FLUID AND FILTER SET BASIC SETTING AFTERREPLACEMENT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447456	EOS	2008	WVWBA71F88V [REDACTED]	20065	3885	04/30/2009	USA

Workshop Finding

VERIFIED CONCERN, ALSO HAPPENS IN REVERSE.

Activity Date	Activity Time	Activity Comments
04/30/2009	13:26	ISSUE OPENED BY DEALERSHIP
04/30/2009	13:26	TRANS SHUTTER ON TAKE OFF HAVE SET BASICS THREE TIMES NO HELP
04/30/2009	13:35	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. MVB 54 H26 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/30/2009	13:35	CUSTOMER COMMENTS: TRANS SHUTTER ON TAKE OFF HAVE SET BASICS THREE TIMES NO HELP
04/30/2009	13:35	WORKSHOP FINDINGS: VERIFIED CONCERN, ALSO HAPPENS IN REVERSE.
05/01/2009	17:27	PARTS ON ORDER WILL OPEN NEW VTA IF NEEDED
05/04/2009	09:46	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	09:46	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447463	JETTA	2008	3VWRJ71K88M [REDACTED]	28113	3885	04/30/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
04/30/2009	13:34	CUST. STATES THE TRANS IS SHIFTING VERY HARD AND JERKS FORWARD WHEN YOU LET OFF THE BRAKE. ROAD TEST FOUND AT NORMAL OPERATING TEMP. AFTER STOPPING WHEN STARTING OUT CAR JERKS, WHEN SHIFTING IN TO 2ND A SLIGHT SHUTTER IS FELT.
04/30/2009	13:34	ISSUE OPENED BY DEALERSHIP
04/30/2009	13:40	CUSTOMER COMMENTS: CUST. STATES THE TRANS IS SHIFTING VERY HARD AND JERKS FORWARD WHEN YOU LET OFF THE BRAKE. ROAD TEST FOUND AT NORMAL OPERATING TEMP. AFTER STOPPING WHEN STARTING OUT CAR JERKS, WHEN SHIFTING IN TO 2ND A SLIGHT SHUTTER IS FELT.
04/30/2009	13:40	PLEASE REPLACE MECH UNIT.
04/30/2009	13:43	WILL INSTALL PARTS ROAD TEST .
04/30/2009	16:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	16:22	ISSUE UPDATED

Consultant's Closing Comments

PLEASE REPLACE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447494	JETTA	2008	3VWRJ71K28M [REDACTED]	17606	3885	04/30/2009	USA

Workshop Finding

NO DTC'S, VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
04/30/2009	14:02	ISSUE OPENED BY DEALERSHIP
04/30/2009	14:02	SURGE OR JERK ON LIGHT ACCELERATION FROM STOP--NO DTC'S
04/30/2009	14:17	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. ORDER PARTS THEN RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA. MVB 54 H49 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
04/30/2009	14:17	CUSTOMER COMMENTS: SURGE OR JERK ON LIGHT ACCELERATION FROM STOP ALSO HAPPENS IN REVERSE.
04/30/2009	14:17	WORKSHOP FINDINGS: NO DTC'S, VERIFIED CONCERN.
04/30/2009	14:32	PARTS ON ORDER---THANKS
04/30/2009	15:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	15:16	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447531	JETTA	2008	3VWRJ71K08M [REDACTED]	9890	3885	04/30/2009	USA

Workshop Finding

VEHICLE SHUDDERS INTO ACCELERATING INTERMITTENT DELAYED ENGAGEMENT. MVB 54 =J11

Activity Date	Activity Time	Activity Comments
04/30/2009	14:44	ISSUE OPENED BY DEALERSHIP
04/30/2009	14:44	VEHICLE STUTTERS WHEN GOING TO TAKE OFF AFTER STOPPING, ALSO AT TIMES VEHICLE WOULD REV UP A LITTLE BEFORE VEHICLE STARTS TO GET GOING. CHECK TRANSMISSION FLUID LEVEL. FLUID LEVEL IS OK, AND FLUID LOOKS OK. PERFORM BASIC SETTINGS 61 AND 60 IN GEARBOX ELECTRONICS WITH VEHICLE UP TO OPERATING TEMP. CYCLE TRANSMISSION BETWEEN P-D AND P-R. THEN ROAD TEST VEHICLE FOR 10 MILES. RECHECK VEHICLE. VEHICLE IS STILL ACTING UP. PLEASE ADVISE. BELEIVES IT NEEDS MECHATRONIC.
04/30/2009	14:51	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS RETEST FOR ISSUE
04/30/2009	14:51	WORKSHOP FINDINGS: VEHICLE SHUDDERS INTO ACCELERATING INTERMITTENT DELAYED ENGAGEMENT. MVB 54 =J11
04/30/2009	15:14	SPECIAL ORDER MECHANTRONIC UNIT.
04/30/2009	16:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
04/30/2009	16:56	ISSUE UPDATED

Consultant's Closing Comments

SPECIAL ORDER MECHANTRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447750	EOS	2008	WVWBA71F28V [REDACTED]	25285	3885	05/01/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/01/2009	09:28	CUSTOMER STATES THAT AFTER DRIVING VEHICLE A WHILE ONCE VEHICLE IS WARMED UP TRANSMISSION FEELS CLUNKY IN STOP AND GO TRAFFIC. TEST DROVE VEHICLE SEVERAL MILES AND VERIFIED CUSTOMERS CONCERN. RAN GFF AND FOUND NO STORED FAULT CODE IN THE TRANS .
05/01/2009	09:28	ISSUE OPENED BY DEALERSHIP
05/01/2009	09:34	CUSTOMER COMMENTS: CUSTOMER STATES THAT AFTER DRIVING VEHICLE A WHILE ONCE VEHICLE IS WARMED UP TRANSMISSION FEELS CLUNKY IN STOP AND GO TRAFFIC. TEST DROVE VEHICLE SEVERAL MILES AND VERIFIED CUSTOMERS CONCERN. RAN GFF AND FOUND NO STORED FAULT CODE IN THE TRANS .
05/01/2009	09:34	PLEASE GET MVB 54 H43
05/01/2009	09:35	REPLACE MECHTRONIS FLUID AND THE FILTER SET BACIS SETTINGS AFTER REPAIRS
05/01/2009	10:30	INSTRUCTED TO REPLACED MECHATRONICS UNIT. PARTS ON ORDER
05/01/2009	11:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/01/2009	11:35	ISSUE UPDATED

Consultant's Closing Comments

INSTRUCTED TO REPLACED MECHATRONICS UNIT. PARTS ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447763	EOS	2008	WVWBA71FX8V [REDACTED]	9920	3885	05/01/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/01/2009	09:48	CUST STATES THAT VEHICLE HESITATES ON ACCEL.NO FAULTS.COULDNT DUPLICATE.ECM 1Q0907115E TCM 02E300050P CODING 20
05/01/2009	09:48	ISSUE OPENED BY DEALERSHIP
05/01/2009	09:53	ADVISED TECH TO UPDATE VTA WITH MVB 54 IN TCM. PLEASE CALL BACK FOR REPAIR DIRECTION IF APPLICABLE.
05/01/2009	09:53	CUSTOMER COMMENTS: CUST STATES THAT VEHICLE HESITATES ON ACCEL.NO FAULTS.COULDNT DUPLICATE.ECM 1Q0907115E TCM 02E300050P CODING 20
05/01/2009	10:03	MVB 54 J12Q0092
05/01/2009	10:07	ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY AFTER ORDERING UNIT.
05/01/2009	10:14	ORDERED PARTS
05/01/2009	10:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/01/2009	10:44	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447778	JETTA	2009	3VWRA71K89M [REDACTED]	5721	3885	05/01/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/01/2009	10:04	BUCKING WHEN SLOWING DOWN. BANGING WHEN SHIFTING INTO DRIVE. VERIFIED. NO FAULTS IN GFF. FUEL TRIM OK. MECHATRONICS UNIT?
05/01/2009	10:04	ISSUE OPENED BY DEALERSHIP
05/01/2009	10:10	CUSTOMER COMMENTS: BUCKING WHEN SLOWING DOWN. BANGING WHEN SHIFTING INTO DRIVE. VERIFIED. NO FAULTS IN GFF. FUEL TRIM OK. MECHATRONICS UNIT?
05/01/2009	10:10	PLEASE REPLACE THE MECH UNIT.
05/01/2009	14:44	PARTS ORDERED. DO YOU WANT TO LEAVE THIS TICKET OPEN OR SHOULD I CLOSE IT OUT?
05/01/2009	17:12	PLEASE CLOSE IT OUT
05/05/2009	17:40	WAITING FOR PARTS. ON BACK ORDER.
05/06/2009	15:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2009	15:03	ISSUE UPDATED

Consultant's Closing Comments

PLEASE REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447871	EOS	2008	WVWBA71F68V [REDACTED]	13998	3885	05/01/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/01/2009	11:35	CUSTOMER STATES THAT THE VEHICLE HESITATES AND LURCHES ON ACCELERATION. SCANNED VEHICLE WITH GFF AND SELF DIAG AND ATTACHED THE FILES TO THIS VTA. MVB 54 IS ON THE SELF DIAG FILE. ROAD TESTED THE VEHICLE WITH THE CUSTOMER TO VERIFY THE CUSTOMERS CONCERN. WHEN LEAVING FROM A STOP IT FEELS LIKE THE CLUTCH IS ENGAGING AND DISENGAGING. LIGHT ACCELERATION ON SLIGHT UPHILL INCLINES IT IS MORE PRONOUNCED.
05/01/2009	11:35	ISSUE OPENED BY DEALERSHIP
05/01/2009	13:02	CUSTOMER COMMENTS: CUSTOMER STATES THAT THE VEHICLE HESITATES AND LURCHES ON ACCELERATION. SCANNED VEHICLE WITH GFF AND SELF DIAG AND ATTACHED THE FILES TO THIS VTA. MVB 54 IS ON THE SELF DIAG FILE. ROAD TESTED THE VEHICLE WITH THE CUSTOMER TO VERIFY THE CUSTOMERS CONCERN. WHEN LEAVING FROM A STOP IT FEELS LIKE THE CLUTCH IS ENGAGING AND DISENGAGING. LIGHT ACCELERATION ON SLIGHT UPHILL INCLINES IT IS MORE PRONOUNCED.
05/01/2009	13:02	[PLEASE GET MVB 54 H03 REPLACE MECHATROINCS FLUID ANDF FILTER AND SET BASIC SETTINGS AFTER REPAIRS
05/01/2009	15:18	ORDERED PARTS AND RELEASED THE VEHICLE, THANKS
05/01/2009	16:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/01/2009	16:51	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATROINCS FLUID ANDF FILTER AND SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447936	RABBIT	2008	WVWHV71K68W [REDACTED]	29425	3885	05/01/2009	USA

Workshop Finding

TEST DROVE AND FOUND TRANSMISSION HESITATES TO SHIFT FROM A STOP. FEELS LIKE IT DOES NOT KNOW WHAT GEAR TO ENGAGE INTO, ONLY FROM A STOP. AFTER DRIVING ALL SHIFTS ARE OKAY. NO FAULTS IN ECM OR TCM. ONLY FOUND AFTERMARKET COLD AIR INTAKE. TRIED TO RESET BASIC SETTING, TEST DROVE BUT STILL SAME CONCERN.

Activity Date	Activity Time	Activity Comments
05/01/2009	12:49	CUSTOMER STATES CAR FEELS LIKE IT IS GOING TO STOP. TEST DROVE AND FOUND TRANSMISSION HESITATES TO SHIFT FROM A STOP. FEELS LIKE IT DOES NOT KNOW WHAT GEAR TO ENGAGE INTO, ONLY FROM A STOP. AFTER DRIVING ALL SHIFTS ARE OKAY. NO FAULTS IN ECM OR TCM. ONLY FOUND AFTERMARKET COLD AIR INTAKE. TRIED TO RESET BASIC SETTING, TEST DROVE BUT STILL SAME CONCERN.
05/01/2009	12:49	ISSUE OPENED BY DEALERSHIP
05/01/2009	13:56	CUSTOMER COMMENTS: CUSTOMER STATES CAR FEELS LIKE IT IS GOING TO STOP.
05/01/2009	13:56	PLEASE CHECK MVB 54 IN TRANSMISSION ELECTRONICS.
05/01/2009	13:56	WORKSHOP FINDINGS: TEST DROVE AND FOUND TRANSMISSION HESITATES TO SHIFT FROM A STOP. FEELS LIKE IT DOES NOT KNOW WHAT GEAR TO ENGAGE INTO, ONLY FROM A STOP. AFTER DRIVING ALL SHIFTS ARE OKAY. NO FAULTS IN ECM OR TCM. ONLY FOUND AFTERMARKET COLD AIR INTAKE. TRIED TO RESET BASIC SETTING, TEST DROVE BUT STILL SAME CONCERN.
05/01/2009	18:22	ATTACHED IS MVB 54.
05/01/2009	18:30	MVB 54=H31 REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS, SET BASIC SETTINGS AND RETEST
05/05/2009	11:53	CUSTOMER TO COMEBACK WHEN PARTS COME IN.
05/05/2009	17:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	17:25	ISSUE UPDATED

Consultant's Closing Comments

PARTS ORDERED CAR UP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
447984	JETTA	2008	3VWRA71K78M	13609	3885	05/01/2009	USA

Workshop Finding

CONFIRMED CONCERN ON ROADTEST WITH CUSTOMER. VERIFIED ACTION WHILE I WAS DRIVING VEHICLE AS WELL. SEEMS WORSE WHEN CAR IS HOT OR HAS BEEN DRIVING FOR AN EXTENDED AMOUNT OF TIME. SEE PREVIOUS VTA, BASIC SETTINGS PERFORMED, CUSTOMER SAID WAS BETTER FOR A LITTLE BIT. NOW BACK AND MAYBE EVEN WORSE THAN BEFORE. TESTED AND CHECKED FLUID LEVEL- OK. NO DTC'S. ATTACHED LOG. ATTACHED LOG WITH MVB 54, AS PER REQUESTED ON OTHER VEHICLES. PLEASE ADVISE.

Activity Date	Activity Time	Activity Comments
05/01/2009	13:39	CUSTOMER STATES CAR FEELS LIKE IT WILL STALL WHEN COMMING TO A STOP. ALSO JERKS BADLY WHEN PULLING AWAY FROM A LIGHT AND IN REVERSE. CONFIRMED CONCERN ON ROADTEST WITH CUSTOMER. VERIFIED ACTION WHILE I WAS DRIVING VEHICLE AS WELL. SEEMS WORSE WHEN CAR IS HOT OR HAS BEEN DRIVING FOR AN EXTENDED AMOUNT OF TIME. SEE PREVIOUS VTA, BASIC SETTINGS PERFORMED, CUSTOMER SAID WAS BETTER FOR A LITTLE BIT. NOW BACK AND MAYBE EVEN WORSE THAN BEFORE. TESTED AND CHECKED FLUID LEVEL- OK. NO DTC'S. ATTACHED LOG. ATTACHED LOG WITH MVB 54, AS PER REQUESTED ON OTHER VEHICLES. PLEASE ADVISE.
05/01/2009	13:39	ISSUE OPENED BY DEALERSHIP
05/01/2009	13:52	A2 MVB 54 J06, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. ALSO ADVISED TO RELEASE VEHICLE AND CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/01/2009	13:52	CUSTOMER COMMENTS: CUSTOMER STATES CAR FEELS LIKE IT WILL STALL WHEN COMMING TO A STOP. ALSO JERKS BADLY WHEN PULLING AWAY FROM A LIGHT AND IN REVERSE.
05/01/2009	13:52	WORKSHOP FINDINGS: CONFIRMED CONCERN ON ROADTEST WITH CUSTOMER. VERIFIED ACTION WHILE I WAS DRIVING VEHICLE AS WELL. SEEMS WORSE WHEN CAR IS HOT OR HAS BEEN DRIVING FOR AN EXTENDED AMOUNT OF TIME. SEE PREVIOUS VTA, BASIC SETTINGS PERFORMED, CUSTOMER SAID WAS BETTER FOR A LITTLE BIT. NOW BACK AND MAYBE EVEN WORSE THAN BEFORE. TESTED AND CHECKED FLUID LEVEL- OK. NO DTC'S. ATTACHED LOG. ATTACHED LOG WITH MVB 54, AS PER REQUESTED ON OTHER VEHICLES. PLEASE ADVISE.
05/01/2009	14:30	CUSTOMER IS TAKING VEHICLE UNTIL PART ARRIVES. CLOSING TICKET. WILL REOPEN IF ANY PROBLEMS AFTER MECHATRONIC REPLACEMENT. THANKS.
05/01/2009	16:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/01/2009	16:04	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER IS TAKING VEHICLE UNTIL PART ARRIVES. CLOSING TICKET. WILL REOPEN IF ANY PROBLEMS AFTER MECHATRONIC REPLACEMENT. THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448012	JETTA	2008	3VWFJ71K78M [REDACTED]	21109	3885	05/01/2009	USA

Workshop Finding

MVB 54=H32; FLUID LEVEL AND CONDITION OK, NO FAULTS

Activity Date	Activity Time	Activity Comments
05/01/2009	14:09	ISSUE OPENED BY DEALERSHIP
05/01/2009	14:09	TRANS HAS HARSH SHIFTING 1ER TO 2END GEAR NO CODES AND MAF SENSOR READS 5 % ON SPEC
05/01/2009	14:15	CUSTOMER COMMENTS: TRANS HAS HARSH SHIFTING 1ER TO 2END GEAR NO CODES AND MAF SENSOR READS 5 % ON SPEC
05/01/2009	14:15	REPLACE THE MECH, FLUID, FILTER AND BOLTS, SET BASIC SETTINGS
05/01/2009	14:15	WORKSHOP FINDINGS: MVB 54=H32; FLUID LEVEL AND CONDITION OK, NO FAULTS
05/01/2009	14:24	ORDER PARTS.
05/01/2009	16:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/01/2009	16:05	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECH, FLUID, FILTER AND BOLTS, SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448073	EOS	2008	WVWBA71F48V [REDACTED]	10741	3885	05/01/2009	USA

Workshop Finding

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
05/01/2009	15:24	CUSTOMER STATES JERKING SENSATION WHEN ACCELERATEING FROM STOP. CUSTOMER ALSO STATES VEHICLE JERKS BACK WHEN FIRST MOVEING IN REVERSE. ENGINE HESITATES AT LOW SPEEDS.
05/01/2009	15:24	ISSUE OPENED BY DEALERSHIP
05/01/2009	15:31	CUSTOMER COMMENTS: CUSTOMER STATES JERKING SENSATION WHEN ACCELERATEING FROM STOP. CUSTOMER ALSO STATES VEHICLE JERKS BACK WHEN FIRST MOVEING IN REVERSE. ENGINE HESITATES AT LOW SPEEDS.
05/01/2009	15:31	MVB 54 J08, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA AFTER ORDERING PARTS. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/01/2009	15:31	WORKSHOP FINDINGS: VERIFIED CONCERN.
05/01/2009	16:02	RED ORDERED MECHATONICS UNIT AND RELATED PARTS. RELEASED VEHICLE TO CUSTOMER.
05/04/2009	09:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	09:49	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448077	EOS	2008	WVWFA71F78V [REDACTED]	23159	3885	05/01/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/01/2009	15:28	CUSTOMER STATES THE CAR IDLES LOW AND JERKS.TEST DROVE VEHICLE AT VERY LOW SPEEDS CAR WILL LUNGE FORWARD CONTINUOUSLY UNTIL YOU PRESS THE GAS HARDER THEN IT WILL SMOOTH OUT.
05/01/2009	15:28	ISSUE OPENED BY DEALERSHIP
05/01/2009	15:35	ADVISED TECH TO UPDATE VTA WITH MVB 54 IN TCM AND GIVE A CALL BACK FOR FURTHER DIRECTION.
05/01/2009	15:35	CUSTOMER COMMENTS: CUSTOMER STATES THE CAR IDLES LOW AND JERKS.TEST DROVE VEHICLE AT VERY LOW SPEEDS CAR WILL LUNGE FORWARD CONTINUOUSLY UNTIL YOU PRESS THE GAS HARDER THEN IT WILL SMOOTH OUT.
05/01/2009	15:45	TECH STATES THAT MVB 54= H28D0021.
05/01/2009	15:46	ADVISED TECH TO PLEASE REPLACE THE MECHOTRONIC AND RESET BASIC SETTINGS.
05/01/2009	15:47	PLEASE PERFORM THESE MANUALLY. THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM). VEHICLE SHOULD BE IN PARK AND IDLING. ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.
05/01/2009	15:48	PLEASE RELEASE VEHICLE TODAY AND CLOSE THE VTA CASE. IF FURTHER ASSISTANCE IS NEEDED WHEN THE VEHICLE RETURNS, OPEN ANOTHER CASE AND CALL BACK.
05/06/2009	13:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2009	13:38	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448081	EOS	2008	WVWDB71F88V [REDACTED]	10065	3885	05/01/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/01/2009	15:32	ISSUE OPENED BY DEALERSHIP
05/01/2009	15:32	TRANS. BUCKS AND JERKS WHEN PULLING OUT AFTER SITTING AT RED LIGHT. NORMAL OPERATION WHEN COLD, PROBLEM GET WORSE AS VEHICLE WARMS UP . WHEN BACKING UP VEHICLE LURCHES. USED GFF NO DTC IN SYSTEMS.
05/01/2009	15:39	CUSTOMER COMMENTS: TRANS. BUCKS AND JERKS WHEN PULLING OUT AFTER SITTING AT RED LIGHT. NORMAL OPERATION WHEN COLD, PROBLEM GET WORSE AS VEHICLE WARMS UP . WHEN BACKING UP VEHICLE LURCHES. USED GFF NO DTC IN SYSTEMS.
05/01/2009	15:39	PLEASE REPLACE THE MECH UNIT.
05/04/2009	08:26	REMOVED TRANS. COVER, NO METAL FOUND IN PAN. ORDERED MECH. UNIT , HAD TO BE PUT ON RED ORDER.
05/04/2009	16:35	THANKS FOR THE UPDATE.
05/07/2009	10:35	ETA FOR PART 5/29/09.
05/07/2009	10:48	THANKS FOR THE UPDATE.
05/08/2009	12:50	P1 SPOKE WITH RYAN (SERVICE) AND WAS ADVISED THAT THE VEHICLE IS STILL WAITING ON PARTS. VEHICLE IS STILL AT THE DEALER.
06/05/2009	14:13	REPLACED MECH. UNIT, SET BASIC SETTINGS. TEST DROVE ABOUT 20 MILES HAD NORMAL OPERATION DURING ROAD TEST.
06/05/2009	17:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	17:49	ISSUE UPDATED

Consultant's Closing Comments

: REPLACED MECH. UNIT, SET BASIC SETTINGS. TEST DROVE ABOUT 20 MILES HAD NORMAL OPERATION DURING ROAD TEST.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448112	EOS	2008	WVWBA71F28V [REDACTED]	11250	3885	05/01/2009	USA

Workshop Finding

NO DTC'S SURGES AT TIMES WHEN COMING FROM COMPLETE STOP MEASURING BLOCK 54 READS J01M0354

Activity Date	Activity Time	Activity Comments
05/01/2009	16:11	CUSTOMER STATES TRANNY SEEMS TO SURGE NO DTC'S SURGES AT TIMES WHEN COMING FROM COMPLETE STOP MEASURING BLOCK 54 READS J01M0354
05/01/2009	16:11	ISSUE OPENED BY DEALERSHIP
05/01/2009	16:17	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA AFTER PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/01/2009	16:17	CUSTOMER COMMENTS: CUSTOMER STATES TRANNY SEEMS TO SURGE.
05/01/2009	16:17	WORKSHOP FINDINGS: NO DTC'S SURGES AT TIMES WHEN COMING FROM COMPLETE STOP MEASURING BLOCK 54 READS J01M0354
05/01/2009	16:22	ORDERED PARTS RELEASED CAR
05/04/2009	09:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	09:50	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448130	JETTA	2008	3VWRJ71K38M [REDACTED]	16901	3885	05/01/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/01/2009	16:34	CUSTOMER STATES THAT WHEN IN GEAR AND ACCELERATES HE GETS A BANG IN TRANS ALSO ON A HILL WILL ROLL BACK AND BANG TRYING TO ENGAGE DUPLICATED CONCERN SET BASIC SETTINGS IN TRANS AND CHECKED FLUID LEVEL OK .
05/01/2009	16:34	ISSUE OPENED BY DEALERSHIP
05/01/2009	16:36	ADVSIE TECH TO MVB 54 IN 02
05/01/2009	16:36	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN IN GEAR AND ACCELERATES HE GETS A BANG IN TRANS ALSO ON A HILL WILL ROLL BACK AND BANG TRYING TO ENGAGE DUPLICATED CONCERN SET BASIC SETTINGS IN TRANS AND CHECKED FLUID LEVEL OK .
05/01/2009	16:40	ADVSIE TECH TO REPLACE MECHATRONICS FLUID AND FILTER AND SET BASIC SETTINGS
05/05/2009	14:49	ORDER PARTS ARE ON BACK ORDER WILL INSTALL WHEN PARTS ARE IN
05/05/2009	16:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	16:29	ISSUE UPDATED

Consultant's Closing Comments
REPALCE MECHATRONIC UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448137	RABBIT	2008	WVWFV71K98W [REDACTED]	17513	3885	05/01/2009	USA

Workshop Finding

DELAYED EGAGEMENT S

Activity Date	Activity Time	Activity Comments
05/01/2009	16:43	ISSUE OPENED BY DEALERSHIP
05/01/2009	16:43	WHEN PUTTING THE CAR INTO DRIVE OR REVERSE FROM PARK IT TAKES SEVERAL SECONDS TO ENGAGE.WHEN IT DOES ENGAGE IT LURCHES ABRUPTLY AND CONTINUES TO DO SO UNTIL IT UPSHIFTS INTO SECOND GEAR.NO DTCS ARE STORED IN ENGINE OR TRANS ELECTRONICS.
05/01/2009	16:46	CUSTOMER COMMENTS: WHEN PUTTING THE CAR INTO DRIVE OR REVERSE FROM PARK IT TAKES SEVERAL SECONDS TO ENGAGE.WHEN IT DOES ENGAGE IT LURCHES ABRUPTLY AND CONTINUES TO DO SO UNTIL IT UPSHIFTS INTO SECOND GEAR.NO DTCS ARE STORED IN ENGINE OR TRANS ELECTRONICS.
05/01/2009	16:46	DELAYED ENGAGEMENTS NO FAULTS FLUID LEVEL O/K GET MVB 54 IN 02
05/01/2009	16:46	WORKSHOP FINDINGS: DELAYED EGAGEMENT S
05/01/2009	16:47	REPLACE MECHATROINCS FLUID AND THE FLITER ALSO SETTING BASIC SETTING AFTER REPAIR
05/01/2009	17:21	ORDERED A MECHATRONICS
05/04/2009	09:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	09:31	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATROINCS FLUID AND THE FLITER ALSO SETTING BASIC SETTING AFTER REPAIR

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448251	EOS	2008	WVWBA71F48V [REDACTED]	10308	3885	05/04/2009	USA

Workshop Finding

CONSTANTINO IS THE TECH. MECH REPLACED

Activity Date	Activity Time	Activity Comments
05/04/2009	08:28	CUST STATES WHEN STADING AT A LIGHT THEN DRIVING OFF IT BANGS INTO GEAR,ONLY AT A FIRST TAKE OFF... I SET BASIC SETTINGS,60,61.... THIS IS A SEC VTA TICKET OLD NUMBER IS 437587.... I WAS TOLD TO REPLACED MECHATRONIC UNIT WITH ALL HARDWARE.... ATFER REPLACING OLD UNIT WITH A NEW UNIT, I RESET BASIC SETTINGS OK,, WHILE DRIVING VEHICLE THE DISPLAY BACKLITE AND I GET A CODE OF 19143 UNEXPECTED MECHANICAL GEAR DISENGAGEMENT....
05/04/2009	08:28	ISSUE OPENED BY DEALERSHIP
05/04/2009	08:32	CUSTOMER COMMENTS: CUST STATES WHEN STADING AT A LIGHT THEN DRIVING OFF IT BANGS INTO GEAR,ONLY AT A FIRST TAKE OFF... I SET BASIC SETTINGS,60,61.... THIS IS A SEC VTA TICKET OLD NUMBER IS 437587.... I WAS TOLD TO REPLACED MECHATRONIC UNIT WITH ALL HARDWARE.... ATFER REPLACING OLD UNIT WITH A NEW UNIT, I RESET BASIC SETTINGS OK,, WHILE DRIVING VEHICLE THE DISPLAY BACKLITE AND I GET A CODE OF 19143 UNEXPECTED MECHANICAL GEAR DISENGAGEMENT....
05/04/2009	08:32	GET MVB 41 AND 48 FROM BOTH MECH AS WELL AS PART NUMBERS AND SOFTWARE LEVELS FROM THE OLD AND NEW MECH
05/04/2009	08:32	WORKSHOP FINDINGS: CONSTANTINO IS THE TECH. MECH REPLACED
05/04/2009	09:46	ATTACHING PRINT OUTS THANK YOU
05/04/2009	09:57	REPLACE THE MECH WITH THE CORRECT PART NUMBER AND RETEST FOR ISSUE
05/04/2009	10:19	ISSUE UPDATED
05/05/2009	09:29	REPLACED UNIT WITH THE CORRECT ONE, RESET BASIC SETTINGS ALL OK.....THANK YOU .. WILL CLOSE VTA
05/05/2009	09:32	CLOSE
05/05/2009	18:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	18:24	ISSUE UPDATED

Consultant's Closing Comments

REPLACED UNIT WITH THE CORRECT ONE, RESET BASIC SETTINGS ALL OK.....THANK YOU .. WILL CLOSE VTA

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448398	EOS	2008	WVWBA71F78V [REDACTED]	13725	3885	05/04/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/04/2009	11:45	ISSUE OPENED BY DEALERSHIP
05/04/2009	11:45	LUNGING FOWARD FROM DEAD STOP. NO FAULT CODES IN SYSTEM.
05/04/2009	11:54	CUSTOMER COMMENTS: LUNGING FOWARD FROM DEAD STOP. NO FAULT CODES IN SYSTEM.
05/04/2009	11:54	TECH STATES MVB 64 IN TCM IS AT H49. ADVISED TECH TO REPLACE MECHTRONIC UNIT, FLUID, BOLTS, AND FILTER. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY AFTER ORDERING.
05/05/2009	07:36	INSTALLED MECH UNIT. VEHICLE SHIFTING NORMALLY. THANKS FOR THE HELP ALL.
05/05/2009	08:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	08:58	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448403	RABBIT	2008	WVWKC71K08W [REDACTED]	10460	3885	05/04/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/04/2009	11:48	C/S WHEN FUEL TANK IS FULL, CAR WILL HESITATE. PULLED LINE OFF LEADING TO CHARCOL CANISTER, FOUND OILY SUBSTANCE IN LINE.
05/04/2009	11:48	ISSUE OPENED BY DEALERSHIP
05/04/2009	12:50	ADVISE TECH TO GET MVB 54
05/04/2009	12:50	CUSTOMER COMMENTS: C/S WHEN FUEL TANK IS FULL, CAR WILL HESITATE. PULLED LINE OFF LEADING TO CHARCOL CANISTER, FOUND OILY SUBSTANCE IN LINE.
05/04/2009	13:32	REPLACE MECHATRONICS, FLUID, FILTER AND SET BASIC SETTING
05/04/2009	16:08	MECHATRONICS IS ON BACKORDER. WILL INSTALL WHEN IT ARRIVES AND REOPEN TICKET IF NECESSARY.
05/04/2009	17:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	17:08	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONICS, FLUID, FILTER AND SET BASIC SETTING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448416	JETTA	2008	3VWRJ71K58M [REDACTED]	16008	3885	05/04/2009	USA

Workshop Finding

SETTING AT RED LIGHT THEN TAKING OFF CAR WILL SEEM TO GRAB FIRST GEAR. NO CODES SET IN ANY SYSTEM. MVB 54 J07

Activity Date	Activity Time	Activity Comments
05/04/2009	11:56	HARSH FIRST GEAR. SETTING AT RED LIGHT THEN TAKING OFF CAR WILL SEEM TO GRAB FIRST GEAR. NO CODES SET IN ANY SYSTEM.
05/04/2009	11:56	ISSUE OPENED BY DEALERSHIP
05/04/2009	13:19	ADVISED TECH TO CHECK FLUID LEVEL AND CONDITION, IF OK PERFORM MANUAL BASIC SETTINGS PER PRECEDURE BELOW, IF CONCERN IS STILL PRESENT REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN MANUAL BASIC SETTINGS. PLEASE RELEASE VEHICLE TO CUSTOMER WHEN MECH UNIT IS ORDERED AND CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/04/2009	13:19	CUSTOMER COMMENTS: HARSH FIRST GEAR.
05/04/2009	13:19	WORKSHOP FINDINGS: SETTING AT RED LIGHT THEN TAKING OFF CAR WILL SEEM TO GRAB FIRST GEAR. NO CODES SET IN ANY SYSTEM. MVB 54 J07
05/05/2009	07:38	RUNNING BASIC SETTINGS SEEMS TO HAVE CORRECTED CONDITION AFTER 20 MILE ROAD TEST
05/05/2009	10:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	10:34	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED MANUAL BASIC SETTINGS, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448479	RABBIT	2008	WVWFV71K88W [REDACTED]	11554	3885	05/04/2009	USA

Workshop Finding

TEST DROVE TO DUPLICATE CONCERN, FELT CONCERN. CHECK FLUID LEVEL O.K. AND NO DTC'S IN ECM & TCM ALSO SHUDDER IN DRIVE AND REVERSE.

Activity Date	Activity Time	Activity Comments
05/04/2009	12:47	CUSTOMER STATES VEHICLE SLAMS IN TO 1ST GEAR AND WHEN GOING REVERSE. TEST DROVE TO DUPLICATE CONCERN, FELT CONCERN. CHECK FLUID LEVEL O.K. AND NO DTC'S IN ECM & TCM
05/04/2009	12:47	ISSUE OPENED BY DEALERSHIP
05/04/2009	12:58	AFTER REVIEWING MVB 54 J14 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AFTER PARTS ARE ORDERED. CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/04/2009	12:58	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE SLAMS IN TO 1ST GEAR AND WHEN GOING REVERSE.
05/04/2009	12:58	WORKSHOP FINDINGS: TEST DROVE TO DUPLICATE CONCERN, FELT CONCERN. CHECK FLUID LEVEL O.K. AND NO DTC'S IN ECM & TCM ALSO SHUDDER IN DRIVE AND REVERSE.
05/04/2009	14:49	S.O.P. RED ORDER
05/04/2009	15:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	15:57	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448483	RABBIT	2008	WVWHV71K68W [REDACTED]	10252	3885	05/04/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/04/2009	12:51	ISSUE OPENED BY DEALERSHIP
05/04/2009	12:51	WHEN PUT INTO GEAR AND RELEASING THE BRAKE FROM A STOP THERE IS A ROUGH ENGAGEMENT INTO GEAR - 1ST OR REVERSE. GFF DID NOT SHOW ANY CODES STORED, NO OTHER GEARS ARE AFFECTED. THERE IS ALSO NO RATTLES OR NOISES WHEN THIS HAPPENS. TECH SUSPECTS DUAL MASS FLYWHEEL ASSEMBLY MAY BE DEFECTIVE.
05/04/2009	12:53	CUSTOMER COMMENTS: WHEN PUT INTO GEAR AND RELEASING THE BRAKE FROM A STOP THERE IS A ROUGH ENGAGEMENT INTO GEAR - 1ST OR REVERSE. GFF DID NOT SHOW ANY CODES STORED, NO OTHER GEARS ARE AFFECTED. THERE IS ALSO NO RATTLES OR NOISES WHEN THIS HAPPENS. TECH SUSPECTS DUAL MASS FLYWHEEL ASSEMBLY MAY BE DEFECTIVE.
05/04/2009	12:53	STEVE, PLEASE REPLACE THE MECH UNIT.
05/04/2009	16:43	TECH RED ORDERED THE MECHATRONICS CONTROL UNIT. ETA OF PARTS UNKNOWN.
05/05/2009	10:09	PARTS HAVE NOT ARRIVED YET 5/5/09.
05/05/2009	13:08	THANKS FOR THE UPDATE.
05/06/2009	07:56	PARTS HAVE NOT ARRIVED YET 5/6/09.
05/06/2009	15:06	THANKS FOR THE UPDATE.
05/07/2009	08:01	PARTS HAVE NOT ARRIVED YET 5/7/09.
05/07/2009	09:16	THANKS FOR THE UPDATE.
05/08/2009	07:59	PARTS HAVE NOT ARRIVED YET 5/8/09. PARTS DEPT. HAS PROVIDED AN ETA OF 5/29/09. UPDATES WILL BE ENTERED DAILY AS REQUIRED.
05/08/2009	12:01	ISSUE UPDATED
05/08/2009	12:01	TICKET HAS BEEN ESCALATED TO LEVEL 2 FOR REVIEW..... A2
05/11/2009	07:51	PARTS HAVE NOT ARRIVED YET 5/11/09.
05/11/2009	17:51	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
05/12/2009	07:54	PARTS HAVE NOT ARRIVED YET 5/12/09.
05/12/2009	11:40	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
05/13/2009	07:43	PARTS HAVE NOT ARRIVED YET 5/13/09.
05/13/2009	19:02	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
05/14/2009	08:02	PARTS HAVE NOT ARRIVED YET 5/14/09.
05/14/2009	23:55	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
05/19/2009	08:21	PARTS HAVE NOT ARRIVED YET 5/19/09.
05/19/2009	18:25	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET OR CALL IN IF FURTHER ASSISTANCE IS NEEDED.
05/20/2009	07:45	PARTS HAVE NOT ARRIVED YET 5/20/09.
05/20/2009	18:05	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
05/21/2009	12:39	PARTS HAVE NOT ARRIVED YET 5/21/09.
05/22/2009	08:57	PARTS HAVE NOT ARRIVED YET 5/22/09.
05/23/2009	08:16	PARTS HAVE NOT ARRIVED YET 5/23/09.
05/26/2009	07:43	PARTS HAVE NOT ARRIVED YET 5/26/09.
05/26/2009	21:42	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET OR CALL IN IF FURTHER ASSISTANCE IS NEEDED.

05/27/2009	07:50	CASE MARKED P1 PER DAN P.
05/27/2009	16:22	PARTS HAVE NOT ARRIVED YET 5/27/09.
05/27/2009	21:00	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET OR CALL IN IF FURTHER ASSISTANCE IS NEEDED.
05/28/2009	08:22	PARTS HAVE NOT ARRIVED YET 5/28/09.
05/28/2009	08:25	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET OR CALL IN IF FURTHER ASSISTANCE IS NEEDED.
05/29/2009	09:40	PARTS HAVE NOT ARRIVED YET 5/29/09.
05/29/2009	12:37	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET OR CALL IN IF FURTHER ASSISTANCE IS NEEDED.
06/01/2009	07:55	PARTS HAVE NOT ARRIVED YET 6/01/09.
06/01/2009	09:03	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET OR CALL IN IF FURTHER ASSISTANCE IS NEEDED.
06/02/2009	07:45	PARTS HAVE NOT ARRIVED YET 6/02/09.
06/02/2009	15:10	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET OR CALL IN IF FURTHER ASSISTANCE IS NEEDED.
06/03/2009	07:52	PARTS HAVE NOT ARRIVED YET 6/03/09.
06/04/2009	08:19	PARTS HAVE NOT ARRIVED YET 6/04/09, VEHICLE DOWN 1 MONTH.
06/04/2009	15:14	TECH ADVISED PARTS HAVE ARRIVED, MECHATRONICS UNIT REPLACED, VEHICLE REPAIRED.
06/04/2009	19:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/04/2009	19:41	ISSUE UPDATED

Consultant's Closing Comments		
TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.		

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448591	EOS	2008	WVWBA71F38V [REDACTED]	20704	3885	05/04/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/04/2009	14:44	CUSTOMER STATES VEHICLE BUCKS AND FEELS LIKE ITS GOING TO STALL WHEN PULLING AWAY FROM A STOP. ROAD TESTED VEHICLE AND VERIFIED CUSTOMER CONCER. RPM'S DROP WHEN YOU PULL AWAY FROM A STOP AND THE VEHICLE BUCKS AND FEELS LIKE ITS GOING TO STALL. RAN GFF AND RECEIVED NO FAULTS IN ANY MODULE. CHECKED TRANS FLUID FOR COLOR AND CONSISTENCY. COLOR WAS LIGHT BROWN-BROWN AND WAS CLEAR OF ANY CONTAMINATION.
05/04/2009	14:44	ISSUE OPENED BY DEALERSHIP
05/04/2009	16:50	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE BUCKS AND FEELS LIKE ITS GOING TO STALL WHEN PULLING AWAY FROM A STOP. ROAD TESTED VEHICLE AND VERIFIED CUSTOMER CONCER. RPM'S DROP WHEN YOU PULL AWAY FROM A STOP AND THE VEHICLE BUCKS AND FEELS LIKE ITS GOING TO STALL. RAN GFF AND RECEIVED NO FAULTS IN ANY MODULE. CHECKED TRANS FLUID FOR COLOR AND CONSISTENCY. COLOR WAS LIGHT BROWN-BROWN AND WAS CLEAR OF ANY CONTAMINATION.
05/04/2009	16:50	TECH STATES WE ARE AT J06 IN MVB 54 OF THE TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY AFTER ORDERING UNIT.
05/08/2009	11:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	11:22	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448632	JETTA	2008	3VWRJ71K08M [REDACTED]	28249	3885	05/04/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/04/2009	15:26	ISSUE OPENED BY DEALERSHIP
05/04/2009	15:26	JERKY MOTION FELT WHEN SLOWING DOWN AND DRIVING AT SLOW SPEEDS, BELOW 20MPH
05/05/2009	08:45	ABLE TO DUPLICATE CONCERN. SURGES AT LOWER SPEEDS APPROX (20MPH OR LESS). LAST TIME I RESET BASIC SETTINGS MANUALLY(MVB BS 61,60). SAME COMPLAINT AS LAST TIME...
05/05/2009	08:51	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
05/05/2009	08:51	CUSTOMER COMMENTS: JERKY MOTION FELT WHEN SLOWING DOWN AND DRIVING AT SLOW SPEEDS, BELOW 20MPH
05/05/2009	08:51	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/05/2009	09:10	SCREENSHOT OF MVB 54
05/05/2009	09:14	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
05/06/2009	11:18	ORDERED PARTS AND RELEASED CAR
05/07/2009	17:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/07/2009	17:41	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448656	JETTA	2008	3VWRJ71K18M [REDACTED]	22012	3885	05/04/2009	USA

Workshop Finding

NO FAULTS ARE STORED. PERFORMED BASIC SETTINGS FOR TRANSMISSION, TEST DROVE VEHICLE AND TRANSMISSION IS STILL ACTING THE SAME. MVB 54 J07

Activity Date	Activity Time	Activity Comments
05/04/2009	15:56	FROM A STOP TRANSMISSION IS CLUNKING INTO GEAR AND WILL JERK UPON ACCELERATION FROM A STOP. NO FAULTS ARE STORED. PERFORMED BASIC SETTINGS FOR TRANSMISSION, TEST DROVE VEHICLE AND TRANSMISSION IS STILL ACTING THE SAME.
05/04/2009	15:56	ISSUE OPENED BY DEALERSHIP
05/04/2009	16:07	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA AFTER PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/04/2009	16:07	CUSTOMER COMMENTS: FROM A STOP TRANSMISSION IS CLUNKING INTO GEAR AND WILL JERK UPON ACCELERATION FROM A STOP.
05/04/2009	16:07	WORKSHOP FINDINGS: NO FAULTS ARE STORED. PERFORMED BASIC SETTINGS FOR TRANSMISSION, TEST DROVE VEHICLE AND TRANSMISSION IS STILL ACTING THE SAME. MVB 54 J07
05/04/2009	16:18	ORDERED MECHATRONIC, BOLTS, FILTER AND FLUID.
05/04/2009	18:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/04/2009	18:35	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448693	EOS	2008	WVWFA71F18V [REDACTED]	15326	3735	05/04/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/04/2009	16:33	C/S COMING TO A STOP & GOING TO ACCEL. BUT DOES NOT PUT HER FOOT ON GAS PEDAL VEHICLE JUMPS FORWARD AS IF SHE HAD BEEN HIT IN THE REAR. AND C/S SOMETIMES WHEN TRYING TO ACCEL OR PULL OUT INTO TRAFFIC NOTHING HAPPENS (LACK OF POWER) VEHICLE WILL PUTT ALONG FOR 1-2 SECONDS & THEN SPINS WHEELS AND JUMPS FORWARD.
05/04/2009	16:33	ISSUE OPENED BY DEALERSHIP
05/05/2009	09:36	CUSTOMER COMMENTS: C/S COMING TO A STOP & GOING TO ACCEL. BUT DOES NOT PUT HER FOOT ON GAS PEDAL VEHICLE JUMPS FORWARD AS IF SHE HAD BEEN HIT IN THE REAR. AND C/S SOMETIMES WHEN TRYING TO ACCEL OR PULL OUT INTO TRAFFIC NOTHING HAPPENS (LACK OF POWER) VEHICLE WILL PUTT ALONG FOR 1-2 SECONDS & THEN SPINS WHEELS AND JUMPS FORWARD.
05/05/2009	09:36	MVB 41 V698T0202EA MVB 48 02E325025ADZ4J
05/05/2009	09:36	QTM CALLED ADVISED TO REPLACE THE MECHATRONICS FLUID AND FILTER SET BASIC SETTINGS
05/05/2009	09:53	ISSUE SENT TO DEALERSHIP
05/05/2009	10:51	ADVISE TECH TO REPLACE TRANSMISSION
05/05/2009	10:57	QTM ON SITE, TEST DROVE VEHICLE, DUPLICATED CONCERNS, AFTER FULL WARM UP AND SLOW DRIVING, VEHICLE WILL HARSH DONWSHIFT AND AT TIMES GO INTO A FALSE NEUTRAL, CONTACTED HELPLINE TO VERIFY IF POSSIBILITY OF USING A DIFFERENT MECHATRONICS IS POSSIBLE. ADVISED THAT IT WILL NOT. REPLACEMENT OF TRANSMISSION IS NECESSARY TO EXPEDITE SOLUTION FOR CUSTOMER.
05/05/2009	11:15	ISSUE SENT TO DEALERSHIP
05/05/2009	16:43	TRANS. ON ORDER. WAS TOLD THAT ONE WAS NOT AVAILABLE AND WAS PUT ON A "RED" ORDER.
05/07/2009	17:07	NO TRANS. DELIVERED YET. STILL WAITING.
05/08/2009	13:08	STILL WAITING
05/11/2009	09:10	STILL WAITING ON TRANS.
05/11/2009	13:49	I3
05/12/2009	14:30	RECIEVED TRANS. STARTING TO REPLACE UNIT..
05/13/2009	12:58	INSTALLED NEW TRANS. TEST DROVE. WILL HAVE EXTENSIVE TEST DRIVE ON VEHICLE TONIGHT AND IF ALL IS WELL RETURN TO CUSTOMER TOMORROW. WILL CLOSE VTA TOMORROW IF CAR WORKING TO MANUFACTURER DESIGN.
05/18/2009	08:28	CAR RETURNED TO CUSTOMER.
05/18/2009	09:13	ISSUE UPDATED
05/18/2009	09:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	09:19	ISSUE UPDATED

Consultant's Closing Comments

05/13/2009 12:58:07: US/EASTERN: MARC OLIVETTI: OPEN: DEALER UPDATED: INSTALLED NEW TRANS. TEST DROVE. WILL HAVE EXTENSIVE TEST DRIVE ON VEHICLE TONIGHT AND IF ALL IS WELL RETURN TO CUSTOMER TOMORROW. WILL CLOSE VTA TOMORROW IF CAR WORKING TO MANUFACTURER DESIGN.

05/18/2009 08:28:45: US/EASTERN: MARC OLIVETTI: CLOSING IN PROCESS: DEALER COMPLETE: CAR RETURNED TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448766	JETTA	2008	3VWRJ71K08M [REDACTED]	11319	3885	05/04/2009	USA

Workshop Finding

PULL CODES NONE PRESENT SET BASIC SETTINGS FLUID LEVEL AND CONDITION OK.CAN YOU HELP???.

Activity Date	Activity Time	Activity Comments
05/04/2009	18:24	DSG TRANS VARY HARSH SHIFT FIRTS GEAR AND REVERSE GEAR PULL CODES NONE PRESENT SET BASIC SETTINGS FLUID LEVEL AND CONDITION OK.CAN YOU HELP???.
05/04/2009	18:24	ISSUE OPENED BY DEALERSHIP
05/04/2009	18:32	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/04/2009	18:32	CUSTOMER COMMENTS: DSG TRANS VARY HARSH SHIFT FIRTS GEAR AND REVERSE GEAR, ALSO SHUDDER IN FIRST AND REVERSE.
05/04/2009	18:32	WORKSHOP FINDINGS: PULL CODES NONE PRESENT SET BASIC SETTINGS FLUID LEVEL AND CONDITION OK.CAN YOU HELP???.
05/04/2009	18:33	MVB 54 J14
05/07/2009	14:43	ORDERD SOP MECH UNIT
05/07/2009	15:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/07/2009	15:38	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448834	RABBIT	2007	WVWFV71K67W [REDACTED]	23575	3885	05/05/2009	USA

Workshop Finding

TRANSMITION HAS A DELAY

Activity Date	Activity Time	Activity Comments
05/05/2009	09:04	ISSUE OPENED BY DEALERSHIP
05/05/2009	09:04	ROAD TESTED CAR AND WHEN IT IS WARMED UP THE TRANSMITION HAS A DELAY WHEN TAKEN OFF FROM A STOP AND JERKS. USED GFF AND HAS NO FAULTS. FOUND TSB 37-06-07 FOR THIS CONDITON.
05/05/2009	09:18	CUSTOMER COMMENTS: ROAD TESTED CAR AND WHEN IT IS WARMED UP THE TRANSMITION HAS A DELAY WHEN TAKEN OFF FROM A STOP AND JERKS. USED GFF AND HAS NO FAULTS. FOUND TSB 37-06-07 FOR THIS CONDITON.
05/05/2009	09:18	MVB 54 IN 02 H31 PLEASE PERFORM BASIC SETTING MANUALLY 61 /60 IN BASIC SETTINGS
05/05/2009	09:18	WORKSHOP FINDINGS: TRANSMITION HAS A DELAY
05/05/2009	09:19	ROAD TEST AND CHECK RESULTS
05/05/2009	10:05	SET BASIC SETTINGS 61 AND 60. TRANSMITION SEEMS WORSE THEN IT WAS. FEELS LIKE IT IS GOING TO STALL NOW. TRIED DOING BASIC SETTINGS AGAIN AND IS THE SAME
05/05/2009	10:10	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/05/2009	10:12	A2 CASE TO BE ESCALATED FOR REVIEW.
05/19/2009	12:54	ISSUE UPDATED
05/19/2009	12:54	SPOKE WITH THOMAS IN SERVICE..... CUSTOMER WILL RETURN AT A LATER DATE TO HAVE REPAIRS PERFORMED..... C1
05/19/2009	13:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	13:02	ISSUE UPDATED

Consultant's Closing Comments

CASE CLOSED OUT DUE TO CAR NO LONGER AT DEALERSHIP..... C1

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448849	EOS	2008	WVWBA71F08V [REDACTED]	12241	3885	05/05/2009	USA

Workshop Finding

CUST COMPLAINS CAR JOLTS FROM STOPS IN ANY GEAR.

Activity Date	Activity Time	Activity Comments
05/05/2009	09:19	CUST COMPLAINS CAR JOLTS FROM STOPS IN ANY GEAR. TECH VERIFIED COMPLAINT. FEELS ALMOST LIKE THROTTLE BODY SETTINGS ARE INCORRECT. TECH SET BASICS IN DSG AND ECM, NO DIFFERENCE, OTHER TECHS WITH SAME PROBLEM REPLACED VALVEBODIES, IS THIS THE CORRECT FIX?
05/05/2009	09:19	ISSUE OPENED BY DEALERSHIP
05/05/2009	09:32	CUSTOMER COMMENTS: CUST COMPLAINS CAR JOLTS FROM STOPS IN ANY GEAR. TECH VERIFIED COMPLAINT. FEELS ALMOST LIKE THROTTLE BODY SETTINGS ARE INCORRECT. TECH SET BASICS IN DSG AND ECM, NO DIFFERENCE, OTHER TECHS WITH SAME PROBLEM REPLACED VALVEBODIES, IS THIS THE CORRECT FIX?
05/05/2009	09:32	MVB 54 IN 02 J12
05/05/2009	09:32	WORKSHOP FINDINGS: CUST COMPLAINS CAR JOLTS FROM STOPS IN ANY GEAR.
05/05/2009	09:34	REPLACE MECHATROINCS, FILTER & FLUID AND SET BASIC SETTINGS AFTER REPAIRS
05/05/2009	19:30	ORDERED PARTS AS PER TECHLINE. THANKS AGAIN MARK FOR THE HELP.
05/06/2009	10:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2009	10:53	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATROINCS, FILTER & FLUID AND SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448861	JETTA	2008	3VWRJ81K28M [REDACTED]	30160	3885	05/05/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/05/2009	09:34	CUSTOMER STATES BUCKING FROM STOP. ROAD TESTED. BUCKS FROM STOP IN 1ST AND SOME 2ND. FEELS LIKE SOMEONE LEARNING HOW TO DRIVE STANDARD TRANSMISSION, VERY JERKY. NO FAULTS. SET THROTTLE ADAPTION, KICK DOWN, NO CHANGES.
05/05/2009	09:34	ISSUE OPENED BY DEALERSHIP
05/05/2009	09:53	CUSTOMER COMMENTS: CUSTOMER STATES BUCKING FROM STOP. ROAD TESTED. BUCKS FROM STOP IN 1ST AND SOME 2ND. FEELS LIKE SOMEONE LEARNING HOW TO DRIVE STANDARD TRANSMISSION, VERY JERKY. NO FAULTS. SET THROTTLE ADAPTION, KICK DOWN, NO CHANGES.
05/05/2009	09:53	TECH STATES MVB 54 IS AT H22 IN THE TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY AFTER ORDERING UNIT.
05/05/2009	09:57	THANKS FOR THE INFO.
05/05/2009	10:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	10:37	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448871	JETTA	2008	3VWRJ71K88M [REDACTED]	11175	3885	05/05/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD. MVB 54 IS J01. VEHICLE IS NOT STALLING AT THIS TIME.

Activity Date	Activity Time	Activity Comments
05/05/2009	09:42	CUST. STATES THAT THE VEHICLE JUMPS IN REVERSE, AND SOMETIMES SEEMS TO DIE WHEN PUT IN DRIVE, RAN G.F.F., FOUND NO CODES IN ECM OR TCM, NO EXTERNAL FLUID LEAKS, FLUID LOOKS CLEAN, TEST DROVE VEHICLE AND FELT HARSH FIRST GEAR ENGAGEMENT, FELT MORE ON INCLINE, WAS TOLD BY SHOP FOREMAN TO RESET BASIC SETTINGS MANUALLY, SET 60 AND 61, AND MOVED SHIFTER TO DRIVE AND REVERSE FIVE TIMES, TEST DROVE 10 MILES, STILL FELT SHIFTING CONCERN, SOFTWARE LEVEL AT 1410, HAVE TWO PART NUMBERS IN TCM 02E-300-050-J AND 02E-927-770-AE,
05/05/2009	09:42	ISSUE OPENED BY DEALERSHIP
05/05/2009	09:47	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/05/2009	09:47	CUSTOMER COMMENTS: CUST. STATES THAT THE VEHICLE JUMPS IN REVERSE, AND SOMETIMES SEEMS TO DIE WHEN PUT IN DRIVE, RAN G.F.F., FOUND NO CODES IN ECM OR TCM, NO EXTERNAL FLUID LEAKS, FLUID LOOKS CLEAN, TEST DROVE VEHICLE AND FELT HARSH FIRST GEAR ENGAGEMENT, FELT MORE ON INCLINE, WAS TOLD BY SHOP FOREMAN TO RESET BASIC SETTINGS MANUALLY, SET 60 AND 61, AND MOVED SHIFTER TO DRIVE AND REVERSE FIVE TIMES, TEST DROVE 10 MILES, STILL FELT SHIFTING CONCERN, SOFTWARE LEVEL AT 1410, HAVE TWO PART NUMBERS IN TCM 02E-300-050-J AND 02E-927-770-AE,
05/05/2009	09:47	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD. MVB 54 IS J01. VEHICLE IS NOT STALLING AT THIS TIME.
05/08/2009	09:36	ORDER UNIT (RED ORDER)
05/11/2009	17:50	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
05/12/2009	13:48	P1 AS PER LAST UPDATE
05/19/2009	14:55	SPOKE WITH DAVID IN SERVICE.....CUSTOMER WILL RETURN AT A LATER DATE TO HAVE FURTHER REPAIRS PERFORMED..... C1
05/20/2009	11:06	MECHATRONICS STILL ON RED ORDER. CUSTOMER TO RETURN FOR REPAIRS.
05/20/2009	17:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2009	17:33	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
448984	RABBIT	2008	WVWFV71K48W [REDACTED]	19993	3885	05/05/2009	USA

Workshop Finding

WHEN THE VEHICLE IS AT OPERATING TEMPERATURE, AT LIGHT THROTTLE INPUT, THE VEHICLE ACTS LIKE IT IS SURGING. IT WILL DO THIS 3 TIMES AND THEN DRIVE NORMALLY. IN PLACING THE VEHICLE IN REVERSE, ESPECIALLY FACING DOWNHILL, IT WANTS TO "SLIP", NOT WANTING TO GIVE YOU REVERSE GEAR. IF THE THROTTLE INPUT IS HEAVIER, IT IS NOT AS PRONOUNCED. I HAVE COMPARED THIS CONCERN W/ A SIMILAR VEHICLE, AND WHAT I AND THE CUSTOMER HAVE EXPERIENCED IS DEFINITELY AN ISSUE THAT NEEDS TO BE ADDRESSED. PERFORMED BASIC SETTINGS WITH NO CHANGE TO CONCERN.

Activity Date	Activity Time	Activity Comments
05/05/2009	11:39	ISSUE OPENED BY DEALERSHIP
05/05/2009	11:39	THE CUSTOMER IS CONCERNED W/ THE VEHICLE "LURCHING FORWARD" WHEN ACCELERATING FROM A STOP. WHEN THE VEHICLE IS AT OPERATING TEMPERATURE, AT LIGHT THROTTLE INPUT, THE VEHICLE ACTS LIKE IT IS SURGING. IT WILL DO THIS 3 TIMES AND THEN DRIVE NORMALLY. IN PLACING THE VEHICLE IN REVERSE, ESPECIALLY FACING DOWNHILL, IT WANTS TO "SLIP", NOT WANTING TO GIVE YOU REVERSE GEAR. IF THE THROTTLE INPUT IS HEAVIER, IT IS NOT AS PRONOUNCED. I HAVE COMPARED THIS CONCERN W/ A SIMILAR VEHICLE, AND WHAT I AND THE CUSTOMER HAVE EXPERIENCED IS DEFINITELY AN ISSUE THAT NEEDS TO BE ADDRESSED.
05/05/2009	12:03	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H22 THRU J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS. IF OUTSIDE THE SPECIFIED NUMBERS PLEASE CALL BACK. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN MECH UNIT IS ORDERED.
05/05/2009	12:03	CUSTOMER COMMENTS: THE CUSTOMER IS CONCERNED W/ THE VEHICLE "LURCHING FORWARD" WHEN ACCELERATING FROM A STOP.
05/05/2009	12:03	WORKSHOP FINDINGS: WHEN THE VEHICLE IS AT OPERATING TEMPERATURE, AT LIGHT THROTTLE INPUT, THE VEHICLE ACTS LIKE IT IS SURGING. IT WILL DO THIS 3 TIMES AND THEN DRIVE NORMALLY. IN PLACING THE VEHICLE IN REVERSE, ESPECIALLY FACING DOWNHILL, IT WANTS TO "SLIP", NOT WANTING TO GIVE YOU REVERSE GEAR. IF THE THROTTLE INPUT IS HEAVIER, IT IS NOT AS PRONOUNCED. I HAVE COMPARED THIS CONCERN W/ A SIMILAR VEHICLE, AND WHAT I AND THE CUSTOMER HAVE EXPERIENCED IS DEFINITELY AN ISSUE THAT NEEDS TO BE ADDRESSED. PERFORMED BASIC SETTINGS WITH NO CHANGE TO CONCERN.
05/05/2009	12:38	GIULIO, THE PRODUCTION DATE IN MVB 54 IS H46. THE REMAN MEGATRONICS UNIT IS SHOWING TO BE ON RED ORDER STATUS. IT IS ORDERED, AND THE CAR WILL BE RELEASED BACK TO THE CUSTOMER. WE WILL RE-SCHEDULE THEM BACK IN WHEN THE PARTS ARRIVE. THANK YOU FOR YOUR HELP.
05/05/2009	13:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	13:38	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449078	RABBIT	2008	WVWKC71K88W [REDACTED]	37182	3885	05/05/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/05/2009	13:20	ISSUE OPENED BY DEALERSHIP
05/05/2009	13:20	VEHICLE HAS HARSH SHIFT COMING TO STOP, ALMOST COMPLETELY STOPPED. NO FAULTS IN ANY SYSTEM. FEELS LIKE VALVE IN VALVE BODY IS STICKING.
05/05/2009	13:22	CUSTOMER COMMENTS: VEHICLE HAS HARSH SHIFT COMING TO STOP, ALMOST COMPLETELY STOPPED. NO FAULTS IN ANY SYSTEM. FEELS LIKE VALVE IN VALVE BODY IS STICKING.
05/05/2009	13:22	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
05/05/2009	13:22	PLEASE REPLACE THE MECH UNIT IF PAN IS CLEAN.
05/12/2009	17:03	P2 SPOKE TO DARREL IN VW SERVICE, STILL HOLDING FOR THE MECHATRONICS.
05/19/2009	14:10	ISSUE SENT TO DEALERSHIP
05/19/2009	14:20	CALLED AND SPOKE TO DARREL, STILL WAITING ON PARTS, CUSTOMER HAS THE CAR. TECH TO CLOSE THE TICKET. C1
05/21/2009	16:12	WAITING ON PARTS TO ARRIVE.
05/26/2009	18:05	THANKS FOR THE UPDATE.
05/27/2009	12:33	STILL WAITING ON PARTS TO ARRIVE. PARTS ON NATINAL BACKORDER. WAS TOLD TO CLOSE OUT THIS TICKET, WILL OPEN A NEW TICKET IF ANY DAMAGE IS FOUND IN TRANSMISSION.
05/27/2009	12:33	THANK YOU
05/27/2009	15:07	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	15:07	ISSUE UPDATED

Consultant's Closing Comments

STILL WAITING ON PARTS TO ARRIVE. PARTS ON NATINAL BACKORDER. WAS TOLD TO CLOSE OUT THIS TICKET, WILL OPEN A NEW TICKET IF ANY DAMAGE IS FOUND IN TRANSMISSION.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449110	EOS	2008	WVWBA71F38V [REDACTED]	10624	3885	05/05/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H23.

Activity Date	Activity Time	Activity Comments
05/05/2009	13:49	C.S.CAR JERK WHILE DRIVING AND WHEN USING REVERSE.USED GFF AND NOT DTC IN ECM OR TCM AND CAR IS JERKS ,DUPLICATE CONCERN,ATF LEVEL IS OK,CHEKED LEVEL.
05/05/2009	13:49	ISSUE OPENED BY DEALERSHIP
05/05/2009	14:05	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/05/2009	14:05	CUSTOMER COMMENTS: C.S.CAR JERK WHILE DRIVING AND WHEN USING REVERSE.USED GFF AND NOT DTC IN ECM OR TCM AND CAR IS JERKS ,DUPLICATE CONCERN,ATF LEVEL IS OK,CHEKED LEVEL.
05/05/2009	14:05	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H23.
05/05/2009	14:15	SOP FOR THIS CAR
05/05/2009	14:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	14:57	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449127	RABBIT	2008	WVWHV71K68W [REDACTED]	18656	3885	05/05/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/05/2009	13:59	CUSTOMER STATES THAT AT LIGHT IDLE THE CAR WILL JERK WHEN MOVING, WORSE IN REVERSE UP A HILL. CHECK GFF NO FAULTS IN ENGINE OR TRANS. TEST DROVE CAR AND DUPLICATED PROBLEM.
05/05/2009	13:59	ISSUE OPENED BY DEALERSHIP
05/05/2009	15:05	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
05/05/2009	15:05	CUSTOMER COMMENTS: CUSTOMER STATES THAT AT LIGHT IDLE THE CAR WILL JERK WHEN MOVING, WORSE IN REVERSE UP A HILL. CHECK GFF NO FAULTS IN ENGINE OR TRANS. TEST DROVE CAR AND DUPLICATED PROBLEM.
05/05/2009	15:05	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/05/2009	15:15	CHECK MVB 54 H28D0543
05/05/2009	15:36	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PART IS ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/05/2009	15:58	ORDERED PARTS IM GOING TO RELEASE CAR TO CUSTOMER. THANK YOU
05/05/2009	16:17	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	16:17	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449173	EOS	2008	WVWBA71F08V [REDACTED]	17477	3885	05/05/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/05/2009	14:33	CUSTOMER STATES CHECK FOR JERKING FEELING IN TRANSMISSION WHEN ACCELERATING FROM A STOP.TEST DROVE CAR SEEMS TO BE SLOW TO TAKE OFF NOT REAL BAD BUT I CAN FEEL IT .RAN DTC FOUND NONE AT THIS TIME.
05/05/2009	14:33	ISSUE OPENED BY DEALERSHIP
05/05/2009	14:52	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
05/05/2009	14:52	CUSTOMER COMMENTS: CUSTOMER STATES CHECK FOR JERKING FEELING IN TRANSMISSION WHEN ACCELERATING FROM A STOP.TEST DROVE CAR SEEMS TO BE SLOW TO TAKE OFF NOT REAL BAD BUT I CAN FEEL IT .RAN DTC FOUND NONE AT THIS TIME.
05/05/2009	14:52	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/05/2009	14:58	MVB 54 IS J15. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/06/2009	09:58	PARTS ARE ORDERED CUSTOMER IS LEAVING CAR.
05/07/2009	17:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/07/2009	17:43	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449185	RABBIT	2009	WVWHV71K29W [REDACTED]	3011	3735	05/05/2009	USA

Workshop Finding

CURRENTLY CANNOT DUPLICATE CONCERN (10 MILE TEST DRIVE COMPLETED). DTCS PRESENT: 3RD GEAR INCORRECT RATIO, 5TH GEAR INCORRECT RATIO, IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE UPPER LIMIT EXCEEDED. COMPLETED TEST PLANS WITH NO MALFUNCTIONS FOUND. FLUID IS TRANSLUCENT AMBER WITH NO VISIBLE METAL OR CLUTCH MATERIAL PRESENT. ATF TEMPERATURE CURRENTLY TOO HOT TO CHECK ATF LEVEL, MUST HOLD UNTIL 05/06.P0733,P0755,P2711

Activity Date	Activity Time	Activity Comments
05/05/2009	14:49	CUSTOMER STATES PRNDS IN MFI ARE FLASHING INTERMITTENTLY. CURRENTLY CANNOT DUPLICATE CONCERN (10 MILE TEST DRIVE COMPLETED). DTCS PRESENT: 3RD GEAR INCORRECT RATIO, 5TH GEAR INCORRECT RATIO, IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE UPPER LIMIT EXCEEDED. COMPLETED TEST PLANS WITH NO MALFUNCTIONS FOUND. FLUID IS TRANSLUCENT AMBER WITH NO VISIBLE METAL OR CLUTCH MATERIAL PRESENT. ATF TEMPERATURE CURRENTLY TOO HOT TO CHECK ATF LEVEL, MUST HOLD UNTIL 05/06.
05/05/2009	14:49	ISSUE OPENED BY DEALERSHIP
05/05/2009	14:55	ADVISE TECH TO REPLACE MECHATRONICS, FLUID, FILTER AND BOLTS.
05/05/2009	14:55	CUSTOMER COMMENTS: CUSTOMER STATES PRNDS IN MFI ARE FLASHING INTERMITTENTLY.
05/05/2009	14:55	WORKSHOP FINDINGS: CURRENTLY CANNOT DUPLICATE CONCERN (10 MILE TEST DRIVE COMPLETED). DTCS PRESENT: 3RD GEAR INCORRECT RATIO, 5TH GEAR INCORRECT RATIO, IMPLAUSIBLE TRANSMISSION SHIFT SEQUENCE UPPER LIMIT EXCEEDED. COMPLETED TEST PLANS WITH NO MALFUNCTIONS FOUND. FLUID IS TRANSLUCENT AMBER WITH NO VISIBLE METAL OR CLUTCH MATERIAL PRESENT. ATF TEMPERATURE CURRENTLY TOO HOT TO CHECK ATF LEVEL, MUST HOLD UNTIL 05/06.P0733,P0755,P2711
05/12/2009	10:41	COMPLETED MECHATRONICS REPLACEMENT. TEST DROVE - NO MALFUNCTIONS DETECTED.
05/12/2009	18:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	18:09	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONICS REPLACEMENT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449201	EOS	2008	WVWBA71F88V [REDACTED]	8345	3885	05/05/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/05/2009	15:01	CUST STATES WHILE ACCEL THE CAR JERKS REPLACED THE VALVE BODY AND BOLTS FILL WITH OIL AND NOW CANT SET BASIC SETTINGS USING GUIDED FUNCTIONS GETS STUCK ON SCREEN THAT SAID THE GEAR SELECTORS ARE NOT IN BASIC SETTINGS CODE IN TRANNY IS 01087 BASIC SETTING NOT CARRIED OUT MECHANICAL HYDRULIC MALFUNCTION
05/05/2009	15:01	ISSUE OPENED BY DEALERSHIP
05/05/2009	15:17	ADVISE TECH TO PERFORM BASIC SETTINGS AND ROAD TEST.
05/05/2009	15:18	ISSUE UPDATED
05/05/2009	15:27	ADVISED THE TECH ON HOW TO PERFORM THE TRANS BASIC SETTINGS.
05/05/2009	16:42	AS REQUESTED BY JAMES R RESET BASIC SETTINGS W/ HIM THEN ROAD TEST FOR 15 MILES NOW OK RESCAN AFTER NO CODES PRESENT
05/05/2009	16:54	CLOSED
05/06/2009	08:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2009	08:02	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449207	EOS	2008	WVWDB71F88V [REDACTED]	14577	3885	05/05/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/05/2009	15:08	ISSUE OPENED BY DEALERSHIP
05/05/2009	15:08	VEHICLE HAS A JERK WHEN GOING INTO GEAR ON THE TRANSITION FROM, WHEN IN DRIVE AND IDLING, BRAKE PEDAL AND APPLYING ACCELERATOR. VEHICLE HAS NO SHIFTING CONCERNS WHEN DRIVING, NO FAULTS. ??
05/05/2009	15:17	CUSTOMER COMMENTS: VEHICLE HAS A JERK WHEN GOING INTO GEAR ON THE TRANSITION FROM, WHEN IN DRIVE AND IDLING, BRAKE PEDAL AND APPLYING ACCELERATOR. VEHICLE HAS NO SHIFTING CONCERNS WHEN DRIVING, NO FAULTS. ??
05/05/2009	15:17	TECH STATES MVB 54 IN TCM IS AT J02. ADVISED TECH TO REPLACE MECHTRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY AFTER ORDERING UNIT.
05/05/2009	15:23	ORDERED NEW MECH. UNIT
05/05/2009	15:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	15:52	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHTRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449231	JETTA	2008	3VWRA71K48M [REDACTED]	6653	3885	05/05/2009	USA

Workshop Finding

TECH STATES IT WAS DAMAGED IN THE PACKAGE IT CAME IN.

Activity Date	Activity Time	Activity Comments
05/05/2009	15:37	ISSUE OPENED BY DEALERSHIP
05/05/2009	15:37	TECH FOUND DAMAGE TO THE GASKET ON THE MECHATRONICS AT INSPETION OF PART WHEN INITIALY REMOVED FROM CRATE, SEE PICTURES. IS THIS STILL USABLE?
05/05/2009	15:41	PICTURES
05/05/2009	16:08	A2 ADVISED THE TECH TO ORDER ANOTHER MECATRONICS.
05/05/2009	16:08	CUSTOMER COMMENTS: TECH FOUND DAMAGE TO THE GASKET ON THE MECHATRONICS AT INSPETION OF PART WHEN INITIALY REMOVED FROM CRATE, SEE PICTURES. IS THIS STILL USABLE?
05/05/2009	16:08	WORKSHOP FINDINGS: TECH STATES IT WAS DAMAGED IN THE PACKAGE IT CAME IN.
05/05/2009	16:37	ISSUE UPDATED
05/05/2009	17:23	SOP MECHATRONICS. PARTS MANAGER STATED ONE WILL ARRIVE ON 5/6/09 FOR THIS VEHICLE.
05/06/2009	07:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2009	07:59	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449245	JETTA	2008	3VWRJ71KX8M [REDACTED]	11306	3735	05/05/2009	USA

Workshop Finding
JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
05/05/2009	15:50	ISSUE OPENED BY DEALERSHIP
05/05/2009	15:50	TRANSMISSION JERKS IN DRIVE
05/05/2009	16:01	CUSTOMER COMMENTS: TRANSMISSION JERKS IN DRIVE
05/05/2009	16:01	REPLACE MECHATRONICS AND FLUID AND FILTER AND SET BASIC AFTER REPAIRS
05/05/2009	16:01	WORKSHOP FINDINGS: JERKS WHILE DRIVING
05/05/2009	16:36	OK MARK THANKS
05/05/2009	17:06	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/05/2009	17:06	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONICS AND FLUID AND FILTER AND SET BASIC AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449274	RABBIT	2008	WVWHV71K48W [REDACTED]	22050	3885	05/05/2009	USA

Workshop Finding

MECHATRONIC UNIT

Activity Date	Activity Time	Activity Comments
05/05/2009	16:19	CUSTOMERS COMPLAINT IS THAT WHEN SHE GOES TO ACCELERATE FROM A LITE IT SEEMS LIKE ITS GOING TO STALL OR HESITATES BADLY --- TO ME IT SEEMS LIKE IT HAS A ISSUE WITH THE MECHATRONIC UNIT HESITATED AND BANGED INTO GEAR WHEN STARTING FROM A START
05/05/2009	16:19	ISSUE OPENED BY DEALERSHIP
05/05/2009	16:28	CUSTOMER COMMENTS: CUSTOMERS COMPLAINT IS THAT WHEN SHE GOES TO ACCELERATE FROM A LITE IT SEEMS LIKE ITS GOING TO STALL OR HESITATES BADLY --- TO ME IT SEEMS LIKE IT HAS A ISSUE WITH THE MECHATRONIC UNIT HESITATED AND BANGED INTO GEAR WHEN STARTING FROM A START
05/05/2009	16:28	PLEASE GET MVB 54 CALL WITH THE RESULTS
05/05/2009	16:28	WORKSHOP FINDINGS: MECHATRONIC UNIT
05/06/2009	07:40	MVB 54---H51N0601
05/06/2009	08:11	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/07/2009	10:39	ORDERED RADIO CUSTOMER HAS VEH WAITING FOR RADIO
05/07/2009	11:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/07/2009	11:23	ISSUE UPDATED

Consultant's Closing Comments

ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449329	EOS	2008	WVWBA71F88V0 [REDACTED]	9261	3885	05/05/2009	USA

Workshop Finding

CAR HESITATES AND ALMOST DIES BUT DOES NOT.NO CODES TRANS FLUID IS FULL.

Activity Date	Activity Time	Activity Comments
05/05/2009	17:27	ISSUE OPENED BY DEALERSHIP
05/05/2009	17:27	WHEN YOU SHIFT TO REVERSE OR DRIVE AND LET OFF THE BRAKE CAR HESITATES AND ALMOST DIES BUT DOES NOT.NO CODES TRANS FLUID IS FULL.
05/05/2009	17:38	CUSTOMER COMMENTS: WHEN YOU SHIFT TO REVERSE OR DRIVE AND LET OFF THE BRAKE
05/05/2009	17:38	MVB 54 = J11C0137 ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER, AND BOLTS.
05/05/2009	17:38	WORKSHOP FINDINGS: CAR HESITATES AND ALMOST DIES BUT DOES NOT.NO CODES TRANS FLUID IS FULL.
05/12/2009	12:15	CONTACTED DEALERSHIP AND WAS TRANSFERRED TO THE SERVICE DEPARTMENTS GENERAL VOICEMAIL. WILL RETURN CALL LATER.
05/12/2009	15:58	CONTACTED DEALERSHIP AND WAS TRANSFERRED TO THE SERVICE DEPARTMENTS GENERAL VOICEMAIL. WILL RETURN CALL LATER.
05/12/2009	16:31	SPOKE TO VIRKO IN SERVICE. VEHICLE IS CURRENTLY WAITING ON RED ORDER PARTS; P1.
05/19/2009	13:24	SPOKE WITH VIRKO IN SERVICE..... STATED THAT THEY ARE STILL WAITING FOR BACK ORDERED PART TO ARRIVE, & THAT THE CAR IS DOWN AT THE DEALER..... P1
05/21/2009	18:17	GIVEN TO ANOTHER TECH.
05/21/2009	18:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	18:38	ISSUE UPDATED

Consultant's Closing Comments

GIVEN TO ANOTHER TECH.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449396	JETTA	2008	3VWRJ71K28M [REDACTED]	13496	3885	05/06/2009	USA

Workshop Finding

I TEST DROVE THE CAR AND IT DOES JERK. NO FAULTS DETECTED.

Activity Date	Activity Time	Activity Comments
05/06/2009	08:27	CUSTOMER STATES THE VEHICLE JERKS WHEN ACCELERATING FROM A STOP. I TEST DROVE THE CAR AND IT DOES JERK.NO FAULTS DETECTED.
05/06/2009	08:27	ISSUE OPENED BY DEALERSHIP
05/06/2009	08:34	ADVISED TO CK FUEL PRESSURE WITH A MECHANICAL GAUGE, CK FUEL QUALITY BY MIXING EQUAL PARTS OF FUEL AND WATER TOGETHER MAKE SURE THEY SEPARATE BACK. CK MVB 20 WHILE DRIVING FULL LOAD WIDE OPEN THROTTLE IF ANY FIELD HIGHER THAN 4 KW SUSPECT BAD FUEL.
05/06/2009	08:34	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE JERKS WHEN ACCELERATING FROM A STOP.
05/06/2009	08:34	WORKSHOP FINDINGS: I TEST DROVE THE CAR AND IT DOES JERK. NO FAULTS DETECTED.
05/06/2009	09:12	FUEL TRIM -0.2% -0.4% FUEL PRESSURE WITH THE GUAGE IS 4.6 BAR DATA BLOCK 103 5.0 BAR DATA BLOCK 106 50.13 BAR DATA BLOCK 20 IS -3.0 KW ALSO MIXED FUEL AND WATER AND THERE IS NO CLOUDINESS BETWEEN FLUIDS AND THEY SEPERATED VERY QUICKLY.
05/06/2009	09:20	HAD TECH CK TCM MVB 54 J04. ADVISED TO ORDER MECHATRONICS UNIT.
05/06/2009	09:35	ORDERED MECHATRONIC UNIT.
05/06/2009	12:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2009	12:03	ISSUE UPDATED

Consultant's Closing Comments

D1 ORDERED MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449437	EOS	2008	WVWFA71FX8V [REDACTED]	13979	3885	05/06/2009	USA

Workshop Finding
JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
05/06/2009	09:30	CUSTOMER STATES THAT THERE IS A BUCKING/SURGING CONDITION. THIS OCCURS ONCE THE SELECTOR POSITION IS ALREADY SELECTED, AND THE ACCELERATOR IS DEPRESSED. THIS DOES NOT OCCUR ALL THE TIME, BUT SEEMS WORSE ONCE THE ENGINE/TRANS HAS REACHED OPERATING TEMPERATURE. THE SCENARIOS USED BY THE CUSTOMER INCLUDE BACKING FROM A PARKING SPOT, OR STARTING FROM A TRAFFIC LIGHT. IT FEELS AS IF THE CLUTCH(K1) MOMENTARILY SLIPS, AND THEN APRUPTLY ENGAGES. FLUID LEVEL IS FULL. SUGGESTIONS?
05/06/2009	09:30	ISSUE OPENED BY DEALERSHIP
05/06/2009	09:33	CUSTOMER COMMENTS: CUSTOMER STATES THAT THERE IS A BUCKING/SURGING CONDITION. THIS OCCURS ONCE THE SELECTOR POSITION IS ALREADY SELECTED, AND THE ACCELERATOR IS DEPRESSED. THIS DOES NOT OCCUR ALL THE TIME, BUT SEEMS WORSE ONCE THE ENGINE/TRANS HAS REACHED OPERATING TEMPERATURE. THE SCENARIOS USED BY THE CUSTOMER INCLUDE BACKING FROM A PARKING SPOT, OR STARTING FROM A TRAFFIC LIGHT. IT FEELS AS IF THE CLUTCH(K1) MOMENTARILY SLIPS, AND THEN APRUPTLY ENGAGES. FLUID LEVEL IS FULL. SUGGESTIONS?
05/06/2009	09:33	PLEASE GET MVB 54 IN 02
05/06/2009	09:33	WORKSHOP FINDINGS: JERKS WHILE DRIVING
05/06/2009	09:38	ISSUE SENT TO DEALERSHIP
05/06/2009	09:39	ADVISE TECH TO REPLACE THE MECHATRONICS, BOLTS, FLUID AND FILTER ALSO SET BASIC SETTING AFTER REPAIRS ARE COMPLETED
05/06/2009	09:58	MARK, THANKS FOR THE INFORMATION.. I'LL PRINT THIS INFORMATION AND CLOSE THE VTA.
05/06/2009	10:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2009	10:52	ISSUE UPDATED

Consultant's Closing Comments
ADVISE TECH TO REPLACE THE MECHATRONICS, BOLTS, FLUID AND FILTER ALSO SET BASIC SETTING AFTER REPAIRS ARE COMPLETED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449469	JETTA	2008	3VWRA71K88M [REDACTED]	8111	3885	05/06/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/06/2009	10:01	CUSTOMER COMPLAINT OF HARSH ACCELERATION FROM A STOP IN FIRST GEAR AND BUCKS IN FIRST GEAR AT REALLY SLOW SPEEDS, PERFORMED ROAD TEST AND DUPLICATED CUSTOMERS CONCERN, PERFORMED BASIC SETTINGS OF DSG TRANS AND PERFORMED A SECOND ROAD TEST SAME PROBLEM OCCURED. REMOVE AND REPLACED VALVE BODY MECHATRONICS, TRIED TO PERFORM BASIC SETTINGS AND IT WOULD NOT SET FAULT CODE 01087 BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION. PERFORMED ROAD TEST AND VEHICLE WOULD NOT SHIFT PASSED SECONDS GEAR. MEASURING VALUE BLOCK 54 OF TRANS IS K16N0393.
05/06/2009	10:01	ISSUE OPENED BY DEALERSHIP
05/06/2009	10:16	ADVISE TECH TO PERFORM CAP DISCHARGE, AND REPERFORM BASIC SETTINGS, VERIFY CIRRECT MECHATRONICS UNIT WAS INSTALLED.
05/06/2009	10:16	CUSTOMER COMMENTS: CUSTOMER COMPLAINT OF HARSH ACCELERATION FROM A STOP IN FIRST GEAR AND BUCKS IN FIRST GEAR AT REALLY SLOW SPEEDS, PERFORMED ROAD TEST AND DUPLICATED CUSTOMERS CONCERN, PERFORMED BASIC SETTINGS OF DSG TRANS AND PERFORMED A SECOND ROAD TEST SAME PROBLEM OCCURED. REMOVE AND REPLACED VALVE BODY MECHATRONICS, TRIED TO PERFORM BASIC SETTINGS AND IT WOULD NOT SET FAULT CODE 01087 BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION. PERFORMED ROAD TEST AND VEHICLE WOULD NOT SHIFT PASSED SECONDS GEAR. MEASURING VALUE BLOCK 54 OF TRANS IS K16N0393.
05/06/2009	11:07	FOLLOWED RICHARDS INSTRUCTIONS, PERFORMED CAP DISCHARGE AND SUCCEFULLY PERFORMED BASIC SETTINGS, PERFORMED ROAD TEST. VEHICLE NOW OPERATES TO MFS. THANK YOU!
05/08/2009	06:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	06:41	ISSUE UPDATED

Consultant's Closing Comments

PERFORMED CAP DISCHARGE AND SUCCEFULLY PERFORMED BASIC SETTINGS, PERFORMED ROAD TEST. VEHICLE NOW OPERATES TO MFS. THANK YOU!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449551	EOS	2008	WVWFA71FX8V [REDACTED]	7833	3885	05/06/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H40.

Activity Date	Activity Time	Activity Comments
05/06/2009	11:27	ISSUE OPENED BY DEALERSHIP
05/06/2009	11:27	REPAIRE ORDER STATES"THE TRANSMISSION HAS A SHUTTER WHEN ACCELERATING.HAS TO BE FROM COMPLATE STOP."TEST DROVE AND FOUND A SLIGHT DOUBLE SHIFT/DELAY ON ENGAGEMENT WHEN ACCELERATING FROM A STOP.
05/06/2009	12:53	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. FAXED THE TECH A PARTS RELEASE FORM.
05/06/2009	12:53	CUSTOMER COMMENTS: REPAIRE ORDER STATES"THE TRANSMISSION HAS A SHUTTER WHEN ACCELERATING.HAS TO BE FROM COMPLATE STOP."TEST DROVE AND FOUND A SLIGHT DOUBLE SHIFT/DELAY ON ENGAGEMENT WHEN ACCELERATING FROM A STOP.
05/06/2009	12:53	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H40.
05/06/2009	19:47	WE HAVE ORDERED THE MECH UNIT ON A RED ORDER TODAY 05/06/09.CUSTOMER REFUSES TO P/U VEHICLE UNTIL VEHICLE IS REPAIRED.WE HAVE PROVIDED COURTESY LOANER VEHICLE.
05/06/2009	21:59	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
05/07/2009	21:55	WILL CLOSE VTA AS INSTRUCTED THANKS FOR ALL YOUR HELP.
05/08/2009	07:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	07:59	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449579	JETTA	2008	3VWRA71KX8M [REDACTED]	10118	3885	05/06/2009	USA

Workshop Finding

WE ALREADY PERFORM BASIC SETTINGS MVB 60 AND 61 ALSO MVB 54 IT READS J08B0503
CAN YOU PLEASE HELP ME OUT THANK YOU CARLOS S. SHUDDER WAS VERIFIED.

Activity Date	Activity Time	Activity Comments
05/06/2009	11:56	COSTUMER STATES TRANS DOESNT SHIFT SMOTH ,BUCKS GOING DOWN HILL WE ALREADY PERFORM BASIC SETTINGS MVB 60 AND 61 ALSO MVB 54 IT READS J08B0503 CAN YOU PLEASE HELP ME OUT THANK YOU CARLOS S.
05/06/2009	11:56	ISSUE OPENED BY DEALERSHIP
05/06/2009	12:09	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. AFTER MECH IS ORDERED PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/06/2009	12:09	CUSTOMER COMMENTS: COSTUMER STATES TRANS DOESNT SHIFT SMOTH ,BUCKS GOING DOWN HILL
05/06/2009	12:09	WORKSHOP FINDINGS: WE ALREADY PERFORM BASIC SETTINGS MVB 60 AND 61 ALSO MVB 54 IT READS J08B0503 CAN YOU PLEASE HELP ME OUT THANK YOU CARLOS S. SHUDDER WAS VERIFIED.
05/06/2009	12:16	I WILL DO THAT SO PARTS
05/06/2009	15:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2009	15:21	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449645	EOS	2008	WVWFA71F48V [REDACTED]	15865	3885	05/06/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J12.

Activity Date	Activity Time	Activity Comments
05/06/2009	13:03	ISSUE OPENED BY DEALERSHIP
05/06/2009	13:03	VEHICLE STUDDERS AT TAKE OFF, VEHICLE HESITATES WHEN ACCELERATOR IS PRESSED AND THEN WHEN VEHICLE MOVES IT JUMPS AND AND STUDDERS LIKE WHEN A MANUAL TRANS CLUTCH IS RELEASE TOO FAST
05/06/2009	13:15	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. FAXED THE TECH A PARTS RELEASE FORM.
05/06/2009	13:15	CUSTOMER COMMENTS: VEHICLE STUDDERS AT TAKE OFF, VEHICLE HESITATES WHEN ACCELERATOR IS PRESSED AND THEN WHEN VEHICLE MOVES IT JUMPS AND AND STUDDERS LIKE WHEN A MANUAL TRANS CLUTCH IS RELEASE TOO FAST
05/06/2009	13:15	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J12.
05/06/2009	13:21	PARTS ORDERED
05/06/2009	14:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2009	14:02	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449788	RABBIT	2008	WVWHV71K38W [REDACTED]	24300	3885	05/06/2009	USA

Workshop Finding

PERFORMED FAULT CHECK AND NO FAULT FOUND. CHECKED FUEL TRIM IN ECM FIELD 32 AND FOUND 0.4% WHICH IS WITHIN SPECS. PERFORMED MANUAL BASIC SETTINGS OF TRANSMISSION AND DROVE FOR 20 MILES. TRANSMISSION STILL HAS HAS ENGAGE INTO FIRST GEAR, AND WHEN BRAKE IS LET GO VEHICLE DOESNT MOVE UNTIL ACCELERATOR IS PRESSED.

Activity Date	Activity Time	Activity Comments
05/06/2009	15:20	CUST STATES AT CERTAIN SPEEDS TRANS IS NOT SHIFTING SMOOTH JERKING WHEN COMING TO A STOP POSSIBLY ENG MOUNTS PER CUST. PERFORMED FAULT CHECK AND NO FAULT FOUND. CHECKED FUEL TRIM IN ECM FIELD 32 AND FOUND 0.4% WHICH IS WITHIN SPECS. PERFORMED MANUAL BASIC SETTINGS OF TRANSMISSION AND DROVE FOR 20 MILES. TRANSMISSION STILL HAS HAS ENGAGE INTO FIRST GEAR, AND WHEN BRAKE IS LET GO VEHICLE DOESNT MOVE UNTIL ACCELERATOR IS PRESSED.
05/06/2009	15:20	ISSUE OPENED BY DEALERSHIP
05/06/2009	15:39	ADVISED TECH TO CHECK MVB 54 IN TCM, UPDATE VTA WITH RESULTS, IF BETWEEN H22 AND J21 REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/06/2009	15:39	CUSTOMER COMMENTS: CUST STATES AT CERTAIN SPEEDS TRANS IS NOT SHIFTING SMOOTH JERKING WHEN COMING TO A STOP POSSIBLY ENG MOUNTS PER CUST.
05/06/2009	15:39	WORKSHOP FINDINGS: PERFORMED FAULT CHECK AND NO FAULT FOUND. CHECKED FUEL TRIM IN ECM FIELD 32 AND FOUND 0.4% WHICH IS WITHIN SPECS. PERFORMED MANUAL BASIC SETTINGS OF TRANSMISSION AND DROVE FOR 20 MILES. TRANSMISSION STILL HAS HAS ENGAGE INTO FIRST GEAR, AND WHEN BRAKE IS LET GO VEHICLE DOESNT MOVE UNTIL ACCELERATOR IS PRESSED.
05/07/2009	11:31	MVB 54- H45F0609. ORDERED MECHATRONICS, BOLTS, FILTER.
05/07/2009	13:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/07/2009	13:19	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449793	EOS	2009	WVWBA71F79V [REDACTED]	1519	3490	05/06/2009	USA

Workshop Finding

GROUNDS ARE GOOD.

Activity Date	Activity Time	Activity Comments
05/06/2009	15:25	CUSTOMER STATES THAT EAR DISPLAY ON DASH STARTS TO FLASH AND BRAKE PEDAL LIGHT COMES ON. VEHICLE LOST POWER BUT DIDNOT TURN OFF. HAPPENS AT ANY TIME WHEN AT A STOP OR DRIVING.
05/06/2009	15:25	ISSUE OPENED BY DEALERSHIP
05/06/2009	15:40	ADVISED THE TECH TO CHECK MVB 64 IN GEARBOX ELECTRONICS. THIS BLOCK SHOULD READ 0 IN BOTH FIELDS. UPDATE THE VTA WITH RESULTS.
05/06/2009	15:40	CUSTOMER COMMENTS: CUSTOMER STATES THAT GEAR DISPLAY ON DASH STARTS TO FLASH AND BRAKE PEDAL LIGHT COMES ON. VEHICLE LOST POWER BUT DIDNOT TURN OFF. HAPPENS AT ANY TIME WHEN AT A STOP OR DRIVING.
05/06/2009	15:40	WORKSHOP FINDINGS: GROUND ARE GOOD.
05/06/2009	15:52	TECHS STATES MVB 64 IS READING 37 AND 74. TECH TO REPLACE THE G509 (SPEEDSENSOR/TEMP SENSOR)
05/08/2009	07:53	QTM INTERVENTION
05/11/2009	08:49	G509/ G182 SENSOR ON BACK ORDER.
05/11/2009	09:37	WAITING ON PARTS
05/12/2009	08:03	PART ARRIVED. REPLACED G509 G182 BEHIND VALVE BODY. TEST DROVE CAR AND NO FURTHER PROBLEMS EXIST. THANK YOU.
05/13/2009	16:22	ISSUE UPDATED
05/13/2009	16:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/13/2009	16:30	ISSUE UPDATED

Consultant's Closing Comments

REPLACED TEMPERATURE SENSOR

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449834	EOS	2008	WVWBA71F38V [REDACTED]	16695	3885	05/06/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/06/2009	15:57	ISSUE OPENED BY DEALERSHIP
05/06/2009	15:57	THE TRANSMISION JERKS WHEN STARTING FROM A STOP AND HITTING THE GAS HARD. MECHANIC DIAG CHEKC FOR FAULTS NO FAULTS CHEKC TRANS FLUID LEVEL OK
05/06/2009	16:13	ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AFTER ORDERING UNIT.
05/06/2009	16:13	CUSTOMER COMMENTS: THE TRANSMISION JERKS WHEN STARTING FROM A STOP AND HITTING THE GAS HARD. MECHANIC DIAG CHEKC FOR FAULTS NO FAULTS CHEKC TRANS FLUID LEVEL OK
05/06/2009	16:23	TRANS JERKS CALL THECH LINE TELL MY TO ORDER MACHATRONIC FLUID FILTER AND BOLTS SOP
05/06/2009	16:29	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/06/2009	16:29	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449838	RABBIT	2008	WVWKC71K18W [REDACTED]	18482	3885	05/06/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/06/2009	16:00	ISSUE OPENED BY DEALERSHIP
05/06/2009	16:00	TRANS JERKS FROM STOP WHEN GOING FORWARD AND IN REVERSE
05/06/2009	16:08	CUSTOMER COMMENTS: TRANS JERKS FROM STOP WHEN GOING FORWARD AND IN REVERSE
05/06/2009	16:08	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
05/07/2009	13:08	TALKED TO TECH LINE AND ORDERED MECHATRONICS UNIT
05/11/2009	20:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	20:44	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449939	JETTA	2008	3VWRJ71KX8M [REDACTED]	15091	3885	05/06/2009	USA

Workshop Finding

FUND NO FAULTS IN ECM OR TCM. VERIFIED SHUDDER IN DRIVE AND REVERSE.

Activity Date	Activity Time	Activity Comments
05/06/2009	19:32	CUSTOMER STATES VEHICLE WILL SHIFT HARD INTO GEAR WHEN TAKING OFF AND AT TIMES FEELS LIKE THE CARS GOING TO STALL LIKE A MANUAL TRANS. FUND NO FAULTS IN ECM OR TCM.
05/06/2009	19:32	ISSUE OPENED BY DEALERSHIP
05/06/2009	19:39	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 J03 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/06/2009	19:39	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE WILL SHIFT HARD INTO GEAR WHEN TAKING OFF AND AT TIMES FEELS LIKE THE CARS GOING TO STALL LIKE A MANUAL TRANS.
05/06/2009	19:39	WORKSHOP FINDINGS: FUND NO FAULTS IN ECM OR TCM. VERIFIED SHUDDER IN DRIVE AND REVERSE.
05/07/2009	18:10	ORDERED MECHATRONIC UNIT, BOLTS AND FILTER. NOW IM JUST WAITING ON A ETA DATE
05/08/2009	10:45	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	10:45	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449979	JETTA	2008	3VWRA71K18M [REDACTED]	11825	3885	05/07/2009	USA

Workshop Finding

TRANS SEEMS TO GRAB AND ALMOST STALL CAR THEN DISENGAGE AND ROLL BACK A FEW MORE FEET THEN GRAB AND ALMOST STALL... AND WILL DO THIS INDEFINITELY. NO FAULTS IN ECM OR TCM, FLUID LEVEL AND CONDITINO SEEM OK. HAD THIS COMPLAINT 2 WEEKS AGO ON A DIFFERENT CAR AND VTA ADVISED REPLACE MECHATRONICS, AND THAT SEEMED TO FIX THAT CAR. PLEASE ADVISE.

Activity Date	Activity Time	Activity Comments
05/07/2009	09:07	CAR WILL ROLL BACKWARDS ON A HILL ADN IS SOMETIMES JERKY TAKING OFF FROM A STOP. TRANS SEEMS TO GRAB AND ALMOST STALL CAR THEN DISENGAGE AND ROLL BACK A FEW MORE FEET THEN GRAB AND ALMOST STALL... AND WILL DO THIS INDEFINITELY. NO FAULTS IN ECM OR TCM, FLUID LEVEL AND CONDITINO SEEM OK. HAD THIS COMPLAINT 2 WEEKS AGO ON A DIFFERENT CAR AND VTA ADVISED REPLACE MECHATRONICS, AND THAT SEEMED TO FIX THAT CAR. PLEASE ADVISE.
05/07/2009	09:07	ISSUE OPENED BY DEALERSHIP
05/07/2009	09:15	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA UNTILL PARTS ARRIVE. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/07/2009	09:15	CUSTOMER COMMENTS: CAR WILL ROLL BACKWARDS ON A HILL ADN IS SOMETIMES JERKY TAKING OFF FROM A STOP.
05/07/2009	09:15	WORKSHOP FINDINGS: TRANS SEEMS TO GRAB AND ALMOST STALL CAR THEN DISENGAGE AND ROLL BACK A FEW MORE FEET THEN GRAB AND ALMOST STALL... AND WILL DO THIS INDEFINITELY. NO FAULTS IN ECM OR TCM, FLUID LEVEL AND CONDITINO SEEM OK. HAD THIS COMPLAINT 2 WEEKS AGO ON A DIFFERENT CAR AND VTA ADVISED REPLACE MECHATRONICS, AND THAT SEEMED TO FIX THAT CAR. PLEASE ADVISE.
05/07/2009	09:32	ORDERED PARTS. THANKS FOR THE HELP.
05/07/2009	13:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/07/2009	13:21	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
449986	JETTA	2009	3VWRJ81K09M [REDACTED]	3827	3885	05/07/2009	USA

Workshop Finding
VEHICLE HESITATES AND BANGS UPON ACCELERATION

Activity Date	Activity Time	Activity Comments
05/07/2009	09:17	CUST STATES VEHICLE HESITATES AND BANGS UPON ACCELERATION OR FROM A STOP AT TIMES.... VERIFY CUST CONCERN, TEST DROVE VEHICLE A FELT A BANG UPON TAKEN OFF FROM A STOP LIGHT. WILL CHECK MVB 54, WILL RESET BASIC SETTINGS 60/61... THEN WILL RETEST DRIVE THANKS
05/07/2009	09:17	ISSUE OPENED BY DEALERSHIP
05/07/2009	10:02	ATTACHING PRINT OUTS- MVB 54 J17C0585
05/07/2009	10:16	CUSTOMER COMMENTS: CUST STATES VEHICLE HESITATES AND BANGS UPON ACCELERATION OR FROM A STOP AT TIMES.... VERIFY CUST CONCERN, TEST DROVE VEHICLE A FELT A BANG UPON TAKEN OFF FROM A STOP LIGHT. WILL CHECK MVB 54, WILL RESET BASIC SETTINGS 60/61... THEN WILL RETEST DRIVE THANKS
05/07/2009	10:16	MVB 54 J17 ASDVISE TECH P/S HAS BEEN CONTACTED AND SOMEONE WILL CALL THE DAELER FOR DIRECTIONS
05/07/2009	10:16	WORKSHOP FINDINGS: VEHICLE HESITATES AND BANGS UPON ACCELERATION
05/08/2009	12:08	THANK YOU
05/11/2009	16:07	REPALCE MECHATROINCS AND FLUID AND FILTER AND SET BASIC SETTINGS AFTER REPAIRS
05/12/2009	14:39	THANK YOU, MY PARTS DEPT IS SAYING THAT THE PARTS ARE B/O GERMANY ...
05/12/2009	14:47	PLEASE CLOSE DO TO BACK ORDERED PARTS
05/13/2009	10:20	OK WILL CLOSE VTAQ THANKS
05/13/2009	10:21	CLOSE
05/13/2009	12:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/13/2009	12:59	ISSUE UPDATED

Consultant's Closing Comments
REPALCE MECHATROINCS AND FLUID AND FILTER AND SET BASIC SETTINGS AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450030	JETTA	2009	3VWRL71K69M [REDACTED]	9351	3885	05/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/07/2009	10:14	ISSUE OPENED BY DEALERSHIP
05/07/2009	10:14	TRANS ERRATIC SHIFTING NO CODES TRIED DOING ADAPTATION. SHIFTED A LITTLE BETTER FOR A SHORT TIME THEN BACK SHIFTING POORLY.
05/07/2009	10:19	CUSTOMER COMMENTS: TRANS ERRATIC SHIFTING NO CODES TRIED DOING ADAPTATION. SHIFTED A LITTLE BETTER FOR A SHORT TIME THEN BACK SHIFTING POORLY.
05/07/2009	10:19	PLEASE REPLACE THE MECHATRONICS UNIT, FLUID, FILTER, AND BOLTS. PLEASE LET THE CUSTOMER TAKE THE CAR DUE TO THE ISSUE WITH THE VEHICLE ONLY BEING COMFORT AND NOT SAFETY. PLEASE BE SURE TO SET THE BASIC SETTINGS THROUGH VSD AFTER THE MECH UNIT IS REPLACED.
05/14/2009	13:39	SPOKE TO TIM IN SERVICE. PARTS ARE CURRENTLY ON ORDER FOR THIS VEHICLE. CUSTOMER TO RETURN FOR SOP INSTALLATION; C1.
05/21/2009	11:45	SPOKE WITH TIM IN SERVICE..... STATED THAT THE PARTS JUST ARRIVED AND THE CUST IS COMING BACK IN TO HAVE THE REPAIRS COMPLETED..... C1
05/22/2009	11:17	WAITING FOR PARTS FOR MECHATRONICS.
05/26/2009	14:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	14:42	ISSUE UPDATED

Consultant's Closing Comments
WAITING FOR PARTS FOR MECHATRONICS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450102	JETTA	2008	3VWRJ71K88M [REDACTED]	9061	3885	05/07/2009	USA

Workshop Finding

MVB 54 HAS J08. NO FAULTS

Activity Date	Activity Time	Activity Comments
05/07/2009	11:27	CUSTOMER STATES VEHICLE IS HESITATING STARTING FROM A STOP- IT FEELS LIKE ITS NOT SMOOTH BUT IS DRIVING OKAY.TEST DROVE CAR AND I CAN FEEL IT ON TAKE OFF AND IN SECOND GEAR.NOT DTC IN TRANS OR ENGINE.
05/07/2009	11:27	ISSUE OPENED BY DEALERSHIP
05/07/2009	11:43	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS HESITATING STARTING FROM A STOP- IT FEELS LIKE ITS NOT SMOOTH BUT IS DRIVING OKAY.TEST DROVE CAR AND I CAN FEEL IT ON TAKE OFF AND IN SECOND GEAR.NOT DTC IN TRANS OR ENGINE.
05/07/2009	11:43	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. PERFORM BASIC SETTINGS AFTER REPLACING PARTS.
05/07/2009	11:43	WORKSHOP FINDINGS: MVB 54 HAS J08. NO FAULTS
05/07/2009	13:16	PARTS ARE ORDERED AND CUSTOMER IS PICKING UP CAR.
05/07/2009	13:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/07/2009	13:55	ISSUE UPDATED

Consultant's Closing Comments

PARTS ARE ORDERED AND CUSTOMER IS PICKING UP CAR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450171	EOS	2008	WVWBA71F78V [REDACTED]	13525	3885	05/07/2009	USA

Workshop Finding

MVB 54 HAS H48

Activity Date	Activity Time	Activity Comments
05/07/2009	12:33	ISSUE OPENED BY DEALERSHIP
05/07/2009	12:33	THE VEHICLE HAS A HESITATION WHEN COMING FROM A STOP WHEN LETTING OFF THE BRAKE PEDAL AND GOING TO THE ACCELERATER PEDAL. SCANNED FOR CODES AND FOUND NO CODES IN THE SYSTEM.
05/07/2009	12:37	CUSTOMER COMMENTS: THE VEHICLE HAS A HESITATION WHEN COMING FROM A STOP WHEN LETTING OFF THE BRAKE PEDAL AND GOING TO THE ACCELERATER PEDAL. SCANNED FOR CODES AND FOUND NO CODES IN THE SYSTEM.
05/07/2009	12:37	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER
05/07/2009	12:37	WORKSHOP FINDINGS: MVB 54 HAS H48
05/07/2009	13:38	ORDERED MECHATRONICS UNIT
05/07/2009	14:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/07/2009	14:00	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONICS UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450243	JETTA	2009	3VWCL71K79M [REDACTED]	8087	3885	05/07/2009	USA

Workshop Finding

ROAD TEST AND CONFIRM WHEN GOING 40MPH AND COMING TO A STOP LIGHT VEHICLE WILL BANG INTO FIRST RIGHT AS YOU ARE ABOUT TO STOP. PERFORM MECHATRONICS BASIC SETTINGS, AND RETEST, STILL BANGS INTO FIRST GEAR.

Activity Date	Activity Time	Activity Comments
05/07/2009	13:57	CUSTOMER STATES THAT WHEN COMING TO A STOP AND VEHICLE DOWNSHIFTS INTO FIRST, THE TRANSMISSION BANGS HARD. ROAD TEST AND CONFIRM WHEN GOING 40MPH AND COMING TO A STOP LIGHT VEHICLE WILL BANG INTO FIRST RIGHT AS YOU ARE ABOUT TO STOP. PERFORM MECHATRONICS BASIC SETTINGS, AND RETEST, STILL BANGS INTO FIRST GEAR.
05/07/2009	13:57	ISSUE OPENED BY DEALERSHIP
05/07/2009	14:04	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/07/2009	14:04	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN COMING TO A STOP AND VEHICLE DOWNSHIFTS INTO FIRST, THE TRANSMISSION BANGS HARD.
05/07/2009	14:04	WORKSHOP FINDINGS: ROAD TEST AND CONFIRM WHEN GOING 40MPH AND COMING TO A STOP LIGHT VEHICLE WILL BANG INTO FIRST RIGHT AS YOU ARE ABOUT TO STOP. PERFORM MECHATRONICS BASIC SETTINGS, AND RETEST, STILL BANGS INTO FIRST GEAR.
05/07/2009	14:22	PARTS ON ORDER, CLOSING VTA TICKET
05/07/2009	15:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/07/2009	15:35	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450329	JETTA	2008	3VWRJ71K38M [REDACTED]	26250	3885	05/07/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/07/2009	15:26	DSG TRANSMISSION HAS SHAKY STARTUP FROM THE STOP.IT IS CONSTANT EVERY START UP DRIVING.
05/07/2009	15:26	ISSUE OPENED BY DEALERSHIP
05/07/2009	16:34	ADVISED TECH TO UPDATE VTA WITH MVB 54 IN TCM.
05/07/2009	16:34	CUSTOMER COMMENTS: DSG TRANSMISSION HAS SHAKY STARTUP FROM THE STOP.IT IS CONSTANT EVERY START UP DRIVING.
05/07/2009	17:12	MVB 54 IN TCM J07K0036
05/07/2009	17:14	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS
05/12/2009	13:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	13:47	ISSUE UPDATED

Consultant's Closing Comments
SHERRY IN SERVICE STATES CUSTOMER TOOK VEHICLE UNTIL PART COMES IN. REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450418	EOS	2008	WVWBA71F68V [REDACTED]	4035	3885	05/07/2009	USA

Workshop Finding

MVB 54 J11

Activity Date	Activity Time	Activity Comments
05/07/2009	17:37	CUSTOMER STATES FROM DEAD STOP CAR LURCHES HARD WHEN ACCELERATING
05/07/2009	17:37	ISSUE OPENED BY DEALERSHIP
05/07/2009	17:41	DROVE CAR, LURCHED/BUCKED FROM STOP. FORWARD AND REVERSE. PERFORMED GFF, NO FAULTS FOUND IN ENGINE OR TRANS. NO LEAKS FOUND. NO CAMPAIGNS/RECALLS OPEN. NO TSB'S FOUND.
05/07/2009	17:48	CUSTOMER COMMENTS: CUSTOMER STATES FROM DEAD STOP CAR LURCHES HARD WHEN ACCELERATING
05/07/2009	17:48	TECH NEEDS TO REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. AND PERFORM BASIC SETTINGS MANUALLY.
05/07/2009	17:48	WORKSHOP FINDINGS: MVB 54 J11
05/14/2009	16:17	C1 TONEY STATED THE CAR IS GONE
05/15/2009	16:17	CAR IS WITH CUSTOMER, PARTS ORDERED AS PER HELPLINE. THANKS
05/15/2009	16:36	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	16:36	ISSUE UPDATED

Consultant's Closing Comments

CAR IS WITH CUSTOMER, PARTS ORDERED AS PER HELPLINE. THANKS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450431	EOS	2008	WVWBA71FX8V [REDACTED]	9368	3885	05/07/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H37.

Activity Date	Activity Time	Activity Comments
05/07/2009	18:15	ISSUE OPENED BY DEALERSHIP
05/07/2009	18:15	VEHICLE SURGES AT LOWER SPEED LIGHT THROTTLE TYPE DRIVING ON TWO OCCASIONS ONCE 1ST GEAR ONCE REVERSE THERE WAS A GEAR ENGAGEMENT TYPE NOISE WHEN BEGINING TO ACCEL.
05/07/2009	18:20	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/07/2009	18:20	CUSTOMER COMMENTS: VEHICLE SURGES AT LOWER SPEED LIGHT THROTTLE TYPE DRIVING ON TWO OCCASIONS ONCE 1ST GEAR ONCE REVERSE THERE WAS A GEAR ENGAGEMENT TYPE NOISE WHEN BEGINING TO ACCEL.
05/07/2009	18:20	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H37.
05/07/2009	18:45	PARTS ARE ON ORDER THANKS
05/07/2009	19:23	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/07/2009	19:23	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450465	EOS	2008	WVWBA71F18V [REDACTED]	23979	3885	05/08/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/08/2009	08:38	ISSUE OPENED BY DEALERSHIP
05/08/2009	08:38	TRANSMISSION LURCHES AND THEN SLAMS INTO GEAR WHEN TAKEING OFF FROM A STOP UNDER NO OR LITTLE ACCELERATION. NO DTC'S STORED ATTACHED GFF LOG
05/08/2009	08:52	CUSTOMER COMMENTS: TRANSMISSION LURCHES AND THEN SLAMS INTO GEAR WHEN TAKEING OFF FROM A STOP UNDER NO OR LITTLE ACCELERATION. NO DTC'S STORED ATTACHED GFF LOG
05/08/2009	08:52	TECH STATES WE ARE AT H43 IN MVB 54 OF THE TCM. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AND FILL OUT SURVEY AFTER ORDERING UNIT.
05/08/2009	08:54	THANK YOU FOR YOUR HELP
05/08/2009	09:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	09:08	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450505	EOS	2008	WVWBA71F48V [REDACTED]	17409	3885	05/08/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H42. CONCERN IS A SHUTTER ISSUE NOT A HARD SHIFT.

Activity Date	Activity Time	Activity Comments
05/08/2009	09:28	CUSTOMER COMPLAINS OF A HARSH ENGAGEMENT OF TRANSMISSION AFTER STOPPED AT A LIGHT. NO CODES IN SYSTEM. POSSIBLE MECH UNIT?
05/08/2009	09:28	ISSUE OPENED BY DEALERSHIP
05/08/2009	09:31	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/08/2009	09:31	CUSTOMER COMMENTS: CUSTOMER COMPLAINS OF A HARSH ENGAGEMENT OF TRANSMISSION AFTER STOPPED AT A LIGHT. NO CODES IN SYSTEM. POSSIBLE MECH UNIT?
05/08/2009	09:31	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H42. CONCERN IS A SHUTTER ISSUE NOT A HARD SHIFT.
05/08/2009	09:40	I ORDERED REQUESTED PARTS AND WILL RELEASE CAR TO CUSTOMER AS PER TECHNICAL ASSISTANCE.
05/08/2009	09:41	THANK YOU.
05/11/2009	21:59	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	21:59	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450509	JETTA	2008	3VWRJ71KX8M [REDACTED]	16719	3885	05/08/2009	USA

Workshop Finding
JERKS

Activity Date	Activity Time	Activity Comments
05/08/2009	09:32	ISSUE OPENED BY DEALERSHIP
05/08/2009	09:32	VEHICLE LURCHES FROM STOP AND HARSH SHIFT NO FAULTS IN TCU, FAULT IN ECU FOR SMALL LEAK EVAP SYSTEM. FLUID LEVEL AND CONDITION GOOD.
05/08/2009	09:36	CUSTOMER COMMENTS: VEHICLE LURCHES FROM STOP AND HARSH SHIFT NO FAULTS IN TCU, FAULT IN ECU FOR SMALL LEAK EVAP SYSTEM. FLUID LEVEL AND CONDITION GOOD.
05/08/2009	09:36	PLEASE GET MVB 54 IN 02
05/08/2009	09:36	WORKSHOP FINDINGS: JERKS
05/08/2009	09:38	PLEASE MECHATRONICS AND FLUID FILTER AND SET BASIC SETTING S AFTER REPAIRS
05/08/2009	09:42	PARTS ORDERED
05/08/2009	10:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	10:15	ISSUE UPDATED

Consultant's Closing Comments
MECHATRONICS AND FLUID FILTER AND SET BASIC SETTING S AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450511	EOS	2009	WVWBA71F79V [REDACTED]	1112	3885	05/08/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/08/2009	09:34	CUST. STATES THAT THE R.P.M.S WILL INTERMITANTLY GO UP WHEN DRIVING, RAN G.F.F.(FIRST ATTACHMENT), NO CODES IN ANY SYSTEM, HAD SHOP FOREMAN DRIVE VEHICLE AND HAD THE TRANS. "SLIP" OUT OF GEAR AND REV UP ON THE HIGHWAY, IT WAS IN GEAR AT 65 MPH CONSISTANT THROTTLE PRESSURE, P.R.N.D.S DISPLAY WAS FLASHING, FOUND NO EXTERNAL FLUID LEAKS, SECOND ATTACHMENT IS PART #S, SOFTWARE LEVEL AND MVB 48.
05/08/2009	09:34	ISSUE OPENED BY DEALERSHIP
05/08/2009	09:56	CUSTOMER COMMENTS: CUST. STATES THAT THE R.P.M.S WILL INTERMITANTLY GO UP WHEN DRIVING, RAN G.F.F.(FIRST ATTACHMENT), NO CODES IN ANY SYSTEM, HAD SHOP FOREMAN DRIVE VEHICLE AND HAD THE TRANS. "SLIP" OUT OF GEAR AND REV UP ON THE HIGHWAY, IT WAS IN GEAR AT 65 MPH CONSISTANT THROTTLE PRESSURE, P.R.N.D.S DISPLAY WAS FLASHING, FOUND NO EXTERNAL FLUID LEAKS, SECOND ATTACHMENT IS PART #S, SOFTWARE LEVEL AND MVB 48.
05/08/2009	09:56	TECH STATES VEHICLE DROPS OUT OF GEAR AT HIGHWAY SPEEDS. FOUND MVB 64 TO BE AT 40 AND 102 IN TCM. ADVISED TECH TO REPLACE THE G509/G182 SENSOR IN TRANSMISSION. I WILL SEND WARRANTY PART RELEASE FORM TO 770-952-6199. PLEASE CLOSE VTA AND FILL OUT SURVEY WHEN DONE.
05/08/2009	10:04	RED ORDERED TEMP SENSOR
05/08/2009	10:50	THANKS FOR THE UPDATE.
05/15/2009	14:55	REPLACED SPEED SENDER\TEMP. SENSOR, TEST DROVE AND CONCERN WAS NO LONGER FELT, THANKS, PART WAS SENT BACK WITH FORM
05/15/2009	14:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	14:57	ISSUE UPDATED

Consultant's Closing Comments

REPLACED TEMPERATURE/SPEED SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450544	JETTA	2008	3VWRA71K48M [REDACTED]	7799	3885	05/08/2009	USA

Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
05/08/2009	10:25	CUSTOMER STATES THAT TRANSMISSION DOES NOT SHIFT SMOOTHLY AND DRIFTS BACK ON HILLS. I TEST DROVE THE CAR AND IT IS MOST NOTICIBLE WHEN BELOW 10 MPH, FROM A STOP OR ON A HILL.
05/08/2009	10:25	ISSUE OPENED BY DEALERSHIP
05/08/2009	10:33	ADVISE TECH GET MVB 54
05/08/2009	10:33	CUSTOMER COMMENTS: CUSTOMER STATES THAT TRANSMISSION DOES NOT SHIFT SMOOTHLY AND DRIFTS BACK ON HILLS. I TEST DROVE THE CAR AND IT IS MOST NOTICIBLE WHEN BELOW 10 MPH, FROM A STOP OR ON A HILL.
05/08/2009	10:33	WORKSHOP FINDINGS: JERKS WHILE DRIVING
05/08/2009	10:34	ADVISE TECH TO REPLACE MECHATROINCS FLUID AND FILLTER AND SET BASIC SETTING
05/08/2009	10:45	ORDERED PARTS
05/08/2009	10:49	THANK YOU
05/08/2009	15:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	15:55	ISSUE UPDATED

Consultant's Closing Comments

ADVISE TECH TO REPLACE MECHATROINCS FLUID AND FILLTER AND SET BASIC SETTING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450576	EOS	2008	WVWBA71F58V [REDACTED]	13289	3885	05/08/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/08/2009	11:05	CUSTOMER STATES WHEN TAKING OFF FROM A STOP AFTER TAKING FOOT OFF BRAKE VEHICLE WILL HOP/LUNGE FORWARD WITHOUT APPLYING GAS PEDAL.
05/08/2009	11:05	ISSUE OPENED BY DEALERSHIP
05/08/2009	11:09	CUSTOMER COMMENTS: CUSTOMER STATES WHEN TAKING OFF FROM A STOP AFTER TAKING FOOT OFF BRAKE VEHICLE WILL HOP/LUNGE FORWARD WITHOUT APPLYING GAS PEDAL.
05/08/2009	11:09	JERKS WHILE DRIVING GET MVB54 IN 02
05/08/2009	11:15	MVB 54 IS J11. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/08/2009	11:26	RELEASED VEHICLE TO CUSTOMER, PARTS ON RED ORDER.
05/08/2009	15:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	15:52	ISSUE UPDATED

Consultant's Closing Comments
ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450634	JETTA	2009	3VWRL71K29M [REDACTED]	10019	3885	05/08/2009	USA

Workshop Finding

TEST DRIVE DOWNSHIFT IS EXTREMELY HARSH SET BASICS IN MVB 61 AND 60 REDRIVE NO HELP NO CODES IN ANY SYSTEM SEE ATTACHED GFF LOG.

Activity Date	Activity Time	Activity Comments
05/08/2009	11:45	CUST STATES HAS VERY HARD DOWNSHIFT TESTE DRIVE DOWNSHIFT IS EXTREMELY HARSH SET BASICS IN MVB 61 AND 60 REDRIVE NO HELP NO CODES IN ANY SYSTEM SEE ATTACHED GFF LOG
05/08/2009	11:45	ISSUE OPENED BY DEALERSHIP
05/08/2009	11:54	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE THE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS AGAIN. MVB 54 J09 ADVISED TECH TO RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA.
05/08/2009	11:54	CUSTOMER COMMENTS: CUST STATES HAS VERY HARD DOWNSHIFT.
05/08/2009	11:54	WORKSHOP FINDINGS: TEST DRIVE DOWNSHIFT IS EXTREMELY HARSH SET BASICS IN MVB 61 AND 60 REDRIVE NO HELP NO CODES IN ANY SYSTEM SEE ATTACHED GFF LOG.
05/08/2009	11:59	PARTS ORDERED WILL RETURN TO CUST WILL INSTALL WHEN PARTS COME IN IF ANY PROBLEMS WILL OPEN NEW VTA
05/08/2009	17:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	17:30	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450640	JETTA	2008	3VWRA71K18M [REDACTED]	16908	3885	05/08/2009	USA

Workshop Finding

ROAD TESTED VERIFIED CONCERN.. GFF NO CODES TRY RESET ON BASIC SETTINGS AND ROAD TESTED THE STALLING FEEL IS GONE BUT ON ACCEL STILL HAS SLIGHT JUMP INTERMITTEMLY AND SHIFTING FEELS A BIT LAGGY.

Activity Date	Activity Time	Activity Comments
05/08/2009	11:52	CUSTOMER COMPLAINT OF CAR JUMPING FORWARD ON ACCEL AND JUMPING AND ALMOST STALLING ON STOPS.. ROAD TESTED VERIFIED CONCERN.. GFF NO CODES TRY RESET ON BASIC SETTINGS AND ROAD TESTED THE STALLING FEEL IS GONE BUT ON ACCEL STILL HAS SLIGHT JUMP INTERMITTEMLY AND SHIFTING FEELS A BIT LAGGY
05/08/2009	11:52	ISSUE OPENED BY DEALERSHIP
05/08/2009	12:05	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 J11 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/08/2009	12:05	CUSTOMER COMMENTS: CUSTOMER COMPLAINT OF CAR JUMPING FORWARD ON ACCEL AND JUMPING AND ALMOST STALLING ON STOPS.
05/08/2009	12:05	WORKSHOP FINDINGS: ROAD TESTED VERIFIED CONCERN.. GFF NO CODES TRY RESET ON BASIC SETTINGS AND ROAD TESTED THE STALLING FEEL IS GONE BUT ON ACCEL STILL HAS SLIGHT JUMP INTERMITTEMLY AND SHIFTING FEELS A BIT LAGGY.
05/08/2009	12:55	PARTS OREDERED THANKS
05/08/2009	17:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	17:31	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450641	JETTA	2008	3VWRJ71K58M [REDACTED]	6089	3885	05/08/2009	USA

Workshop Finding

I SET MANUAL BASIC SETTINGS 61 THEN 60 AND PROBLEM PERSISTS.
MVB 54= J12C0231. MVB 64= 0 0

Activity Date	Activity Time	Activity Comments
05/08/2009	11:52	AFTER COMING TO A STOP AND LETTING OF THE BRAKE, THE TRANSMISSION JERKS THEN HESTATES BEFORE ACCELERATING AGAIN. I SET MANUAL BASIC SETTINGS 61 THEN 60 AND PROBLEM PERSISTS. MVB 54= J12C0231. MVB 64= 0 0
05/08/2009	11:52	ISSUE OPENED BY DEALERSHIP
05/08/2009	12:00	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
05/08/2009	12:00	CUSTOMER COMMENTS: AFTER COMING TO A STOP AND LETTING OF THE BRAKE, THE TRANSMISSION JERKS THEN HESTATES BEFORE ACCELERATING AGAIN.
05/08/2009	12:00	WORKSHOP FINDINGS: I SET MANUAL BASIC SETTINGS 61 THEN 60 AND PROBLEM PERSISTS. MVB 54= J12C0231. MVB 64= 0 0
05/08/2009	12:07	THANK YOU, PARTS ON ORDER
05/08/2009	13:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	13:27	ISSUE UPDATED

Consultant's Closing Comments

D1 ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. PARTS ORDERED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450661	JETTA	2008	3VWRJ71K48M [REDACTED]	15189	3885	05/08/2009	USA

Workshop Finding
RESET BASIC SETTING USING GFF, AND VSD BOTH 61 THEN 60. CHECKED TRANS FLUID LEVEL AND IT WAS OK.

Activity Date	Activity Time	Activity Comments
05/08/2009	12:25	CAR IS SURGING WHEN FIRST TAKING OFF IN 1ST GEAR AND CUSTOMER HAS TO APPLY BRAKES. RESET BASIC SETTING USING GFF, AND VSD BOTH 61 THEN 60. CHECKED TRANS FLUID LEVEL AND IT WAS OK.
05/08/2009	12:25	ISSUE OPENED BY DEALERSHIP
05/08/2009	12:44	ADVISED TO CK MVB 54 UPDATE TICKET WITH RESULTS AND CALL BACK.
05/08/2009	12:44	CUSTOMER COMMENTS: CAR IS SURGING WHEN FIRST TAKING OFF IN 1ST GEAR AND CUSTOMER HAS TO APPLY BRAKES.
05/08/2009	12:44	WORKSHOP FINDINGS: RESET BASIC SETTING USING GFF, AND VSD BOTH 61 THEN 60. CHECKED TRANS FLUID LEVEL AND IT WAS OK.
05/08/2009	12:51	MB 54 IS J13P0628
05/08/2009	12:54	ADVISED TO MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
05/08/2009	13:08	ORDERED
05/08/2009	13:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	13:55	ISSUE UPDATED

Consultant's Closing Comments
D1 ORDERED MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450760	EOS	2008	WVWFA71F88V [REDACTED]	12000	3885	05/08/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/08/2009	14:43	DSG PROBLEM
05/08/2009	14:43	ISSUE OPENED BY DEALERSHIP
05/08/2009	15:02	CUSTOMER COMMENTS: DSG PROBLEM
05/08/2009	15:02	TECH STATES WE HAVE SURGE WHEN COMING FROM STOP. MVB 54 IN TCM SHOWS J03. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS. PLEASE CLOSE OUT VTA AFTER ORDERING UNIT. A2
05/08/2009	15:07	ORDERED PARTS AND WILL CLOSE OUT VTA
05/11/2009	21:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	21:56	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450772	EOS	2007	WVWBA71FX7V [REDACTED]	20280	3885	05/08/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H16.

Activity Date	Activity Time	Activity Comments
05/08/2009	15:00	ISSUE OPENED BY DEALERSHIP
05/08/2009	15:00	NO DTC'S BUT WHEN YOU ACCELERATE FROM A STOP IT FEELS LIKE A "DOUBLE" ENGAGEMENT OF THE CLUTCH.
05/08/2009	15:09	ADVISED THE TECH TO SET UP FOR THE TRANS BASIC SETTINGS.
05/08/2009	15:09	CUSTOMER COMMENTS: NO DTC'S BUT WHEN YOU ACCELERATE FROM A STOP IT FEELS LIKE A "DOUBLE" ENGAGEMENT OF THE CLUTCH.
05/08/2009	15:09	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H16.
05/08/2009	15:20	TECH NEEDS TO GO INTO VSD BASIC SETTINGS IN TRANS ELECTRONICS AND PERFORM BASIC SETTINGS IN 61 AND 60 AND PERFORM ROAD TEST TO CONFIRM REPAIRS.
05/08/2009	16:05	PERFORMED BASIC SETTING IN VSD AS PER INSTRUCTIONS & TEST DROVE. NO CHANGE
05/08/2009	16:12	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER , AND BOLTS.
05/08/2009	18:49	PARTS ON BACK ORDER-CAR IS LEAVING & WILL RETURN FOR REPAIR WHEN PARTS ARRIVE
05/11/2009	21:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	21:55	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450789	EOS	2008	WVWBA71F98V [REDACTED]	18330	3885	05/08/2009	USA

Workshop Finding

USING VAS 5052 SDV NO DTC'S IN SYSTEM.TECH TEST DRIVE NEW VEHICLE WITH SAME TRANSMISION TO DETERMINATE IF THE NEW VEHICLE HAVE SAME TRANSMISION OPERATION IN SHIFTING.THE NEW VEHICLE OPERATE PER MAN SPEC.SPEAK WITH SHOP FOREMAN AND ADVISE BASIC SETING ON TRANSMISION,#61 AND #60,TEST DRIVE CAR FOR 15MILS ,STILL HESITATE AND HARD SHIFTING.

Activity Date	Activity Time	Activity Comments
05/08/2009	15:28	CUSTOMER STATE ON ACCELERATION GETS HESITATION AND HARD SHIFT,USING VAS 5052 SDV NO DTC'S IN SYSTEM.TECH TEST DRIVE NEW VEHICLE WITH SAME TRANSMISION TO DETERMINATE IF THE NEW VEHICLE HAVE SAME TRANSMISION OPERATION IN SHIFTING.THE NEW VEHICLE OPERATE PER MAN SPEC.SPEAK WITH SHOP FOREMAN AND ADVISE BASIC SETING ON TRANSMISION,#61 AND #60,TEST DRIVE CAR FOR 15MILS ,STILL HESITATE AND HARD SHIFTING.
05/08/2009	15:28	ISSUE OPENED BY DEALERSHIP
05/08/2009	15:45	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/08/2009	15:45	CUSTOMER COMMENTS: CUSTOMER STATE ON ACCELERATION GETS HESITATION AND HARD SHIFT.
05/08/2009	15:45	WORKSHOP FINDINGS: USING VAS 5052 SDV NO DTC'S IN SYSTEM.TECH TEST DRIVE NEW VEHICLE WITH SAME TRANSMISION TO DETERMINATE IF THE NEW VEHICLE HAVE SAME TRANSMISION OPERATION IN SHIFTING.THE NEW VEHICLE OPERATE PER MAN SPEC.SPEAK WITH SHOP FOREMAN AND ADVISE BASIC SETING ON TRANSMISION,#61 AND #60,TEST DRIVE CAR FOR 15MILS ,STILL HESITATE AND HARD SHIFTING.
05/15/2009	08:14	CLOSE
05/15/2009	09:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	09:27	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450793	EOS	2008	WVWBA71F28V [REDACTED]	8954	3885	05/08/2009	USA

Workshop Finding
MVB 54 HAS A J08

Activity Date	Activity Time	Activity Comments
05/08/2009	15:33	CUST STATES WHEN IN GEAR AND LETTING OFF THE BRAKE VEICLE JERKS FORWARD/REVERSE. TEST DROVE VEIHICLE, FOUND TRANSMISSION JERKING FROM A STOP. FEELS LIKE CLUTCH IS GRABBING THEN RELEASING THEN GRABBING AGAIN. USED GFF, NO CODES IN SYSTEM. CHECKED TECH TIPS, NONE FOUND. RAISED VEIHICLE TO INSPECT FOR DAMAGE/LEAKS, NONE FOUND.
05/08/2009	15:33	ISSUE OPENED BY DEALERSHIP
05/08/2009	15:43	CUSTOMER COMMENTS: CUST STATES WHEN IN GEAR AND LETTING OFF THE BRAKE VEICLE JERKS FORWARD/REVERSE. TEST DROVE VEIHICLE, FOUND TRANSMISSION JERKING FROM A STOP. FEELS LIKE CLUTCH IS GRABBING THEN RELEASING THEN GRABBING AGAIN. USED GFF, NO CODES IN SYSTEM. CHECKED TECH TIPS, NONE FOUND. RAISED VEIHICLE TO INSPECT FOR DAMAGE/LEAKS, NONE FOUND.
05/08/2009	15:43	TECH NEEDS TO REPLACE THE MECHATRONICS, BOLTS, FLUID AND FILTER
05/08/2009	15:43	WORKSHOP FINDINGS: MVB 54 HAS A J08
05/08/2009	18:05	THANKS PARTS ARE COMMING...
05/08/2009	18:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	18:19	ISSUE UPDATED

Consultant's Closing Comments
REPLACE THE MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450815	JETTA	2008	3VWRA71K38M [REDACTED]	9690	3885	05/08/2009	USA

Workshop Finding
MVB 54 J13

Activity Date	Activity Time	Activity Comments
05/08/2009	16:17	CUSTOMER STATES THAT AFTER DRIVING FOR ABOUT TEN MINUTES THE CAR JUMPS FROM A STOP
05/08/2009	16:17	ISSUE OPENED BY DEALERSHIP
05/08/2009	16:20	CUSTOMER COMMENTS: CUSTOMER STATES THAT AFTER DRIVING FOR ABOUT TEN MINUTES THE CAR JUMPS FROM A STOP
05/08/2009	16:20	REPLACE MECHATRONIC, BOLTS, FLUID, FILTER
05/08/2009	16:20	WORKSHOP FINDINGS: MVB 54 J13
05/08/2009	16:27	ORDERED PARTS THANK YOU
05/08/2009	16:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	16:53	ISSUE UPDATED

Consultant's Closing Comments
ORDERED PARTS THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450823	EOS	2009	WVWBA71F19V [REDACTED]	12996	3885	05/08/2009	USA

Workshop Finding

TECH STATES THIS IS ONLY AN ENGAGEMENT NOISE. MVB 54 IT HAS J17

Activity Date	Activity Time	Activity Comments
05/08/2009	16:26	CUSTOMER COMPLAINT OF VEHICLE JERKING WHILE TAKING OFF AND WHILE BACKING UP. RAN GFF NO FAULTS PRESENT. DROVE VEHICLE VERIFIED CONCERN TRANS IS VERY NOISE UPON ENGAGEMENT AND JERKS BACK AND FORTH WHEN MOVING
05/08/2009	16:26	ISSUE OPENED BY DEALERSHIP
05/08/2009	16:41	CUSTOMER COMMENTS: CUSTOMER COMPLAINT OF VEHICLE JERKING WHILE TAKING OFF AND WHILE BACKING UP. RAN GFF NO FAULTS PRESENT. DROVE VEHICLE VERIFIED CONCERN TRANS IS VERY NOISE UPON ENGAGEMENT AND JERKS BACK AND FORTH WHEN MOVING
05/08/2009	16:41	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
05/08/2009	16:41	WORKSHOP FINDINGS: TECH STATES THIS IS ONLY AN ENGAGEMENT NOISE. MVB 54 IT HAS J17
05/14/2009	13:37	ORDERED PARTS CUSTOMER TOOK VEHICLE
05/14/2009	14:09	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	14:09	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450836	JETTA	2008	3VWRA71K58M [REDACTED]	11158	3885	05/08/2009	USA

Workshop Finding
JERKS

Activity Date	Activity Time	Activity Comments
05/08/2009	16:39	CUSTOMER STATS THAT CAR HESITATION/JUMPS BACK IN REVERS & FOWARD IN DRIVE
05/08/2009	16:39	ISSUE OPENED BY DEALERSHIP
05/08/2009	16:44	CUSTOMER COMMENTS: CUSTOMER STATS THAT CAR HESITATION/JUMPS BACK IN REVERS & FOWARD IN DRIVE
05/08/2009	16:44	MVB 54 J11
05/08/2009	16:44	REPALCE MECHATRONCIS FULD AND FILTER SET BASIC SETTINGS
05/08/2009	16:44	WORKSHOP FINDINGS: JERKS
05/08/2009	16:46	MECHATRONCIS FULD AND FILTER IS ON ORDER CLOSE
05/08/2009	17:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/08/2009	17:16	ISSUE UPDATED

Consultant's Closing Comments
: MECHATRONCIS FULD AND FILTER IS ON ORDER CLOSE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
450846	RABBIT	2008	WVWFV71K88W [REDACTED]	16523	3885	05/08/2009	USA

Workshop Finding

I HAVE TEST DRIVEN THE CAR AND HAVE FELT THE TRANSMISSION STUDDER ONLY WHEN TAKING OFF FROM A DEAD STOP. NO CODES ARE STORED.

Activity Date	Activity Time	Activity Comments
05/08/2009	17:00	CUST.STATES YOU CAN FEEL A STUDDER IN THE TRANSMISSION IN 1ST GEAR. I HAVE TEST DRIVEN THE CAR AND HAVE FELT THE TRANSMISSION STUDDER ONLY WHEN TAKING OFF FROM A DEAD STOP. NO CODES ARE STORED.
05/08/2009	17:00	ISSUE OPENED BY DEALERSHIP
05/08/2009	17:09	AFTER REVIEWING MVB 54, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 J03 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/08/2009	17:09	CUSTOMER COMMENTS: CUST.STATES YOU CAN FEEL A STUDDER IN THE TRANSMISSION IN 1ST GEAR.
05/08/2009	17:09	WORKSHOP FINDINGS: I HAVE TEST DRIVEN THE CAR AND HAVE FELT THE TRANSMISSION STUDDER ONLY WHEN TAKING OFF FROM A DEAD STOP. NO CODES ARE STORED.
05/12/2009	09:14	PARTS ON ORDER.
05/12/2009	10:17	THANKS FOR THE UPDATE. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA.
05/15/2009	17:26	P1 SPOKE TO BOBBY IN SERVICE TECH IS WAITIG ON PARTS.
05/22/2009	13:38	STILL WAITING ON RED ORDER PART. P1
06/09/2009	08:24	RECEIVED PART. CAR FIXED DELIVERED BACK TO CUSTOMER.
06/09/2009	17:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/09/2009	17:58	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451049	EOS	2008	WVWBA71F18V [REDACTED]	12060	3885	05/11/2009	USA

Workshop Finding

JERKING FROM TRANSMISSION WHEN ACCELERATING FROM A DEAD STOP

Activity Date	Activity Time	Activity Comments
05/11/2009	10:12	CUSTOMER IS COMPLAINING OF JERKING FROM TRANSMISSION WHEN ACCELERATING FROM A DEAD STOP. ALSO, VEHICLE ROLLS BACKWARDS BEFORE ACCELERATING (THEN JERKS INTO GEAR) ON A HILL. THANKS.
05/11/2009	10:12	ISSUE OPENED BY DEALERSHIP
05/11/2009	10:46	ADVISE TECT TO GET MBV 54
05/11/2009	10:46	CUSTOMER COMMENTS: CUSTOMER IS COMPLAINING OF JERKING FROM TRANSMISSION WHEN ACCELERATING FROM A DEAD STOP. ALSO, VEHICLE ROLLS BACKWARDS BEFORE ACCELERATING (THEN JERKS INTO GEAR) ON A HILL. THANKS.
05/11/2009	10:46	WORKSHOP FINDINGS: JERKING FROM TRANSMISSION WHEN ACCELERATING FROM A DEAD STOP
05/11/2009	10:48	ADVISE TECH TO REPLACE MECHATRONICS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
05/11/2009	11:02	ORDERED PARTS. RELEASED VEHICLE. THANK YOU
05/11/2009	12:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	12:53	ISSUE UPDATED

Consultant's Closing Comments

ADVISE TECH TO REPLACE MECHATRONICS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451084	EOS	2008	WVWFA71F38V [REDACTED]	7937	3885	05/11/2009	USA

Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
05/11/2009	10:47	ISSUE OPENED BY DEALERSHIP
05/11/2009	10:47	LURCHING FOWARD 4-5 TIMES BEFORE ACTUAL ENGAGEMENT. IN GEARBOX ELEC. PERFORMED 60 & 61 BASIC SETTINGS. PROBLEM PERSISTED. MVB 54 H49C0181 FLUID QUALITY IS GOOD.
05/11/2009	10:51	ADVISE TECH TO REPALCE MECHATROINCS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS
05/11/2009	10:51	CUSTOMER COMMENTS: LURCHING FOWARD 4-5 TIMES BEFORE ACTUAL ENGAGEMENT. IN GEARBOX ELEC. PERFORMED 60 & 61 BASIC SETTINGS. PROBLEM PERSISTED. MVB 54 H49C0181 FLUID QUALITY IS GOOD.
05/11/2009	10:51	WORKSHOP FINDINGS: JERKS WHILE DRIVING
05/11/2009	10:58	PARTS ON ORDER
05/11/2009	10:58	THANK YOU FOR YOUR ASSISTANCE.
05/11/2009	12:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	12:52	ISSUE UPDATED

Consultant's Closing Comments

: ADVISE TECH TO REPALCE MECHATROINCS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451101	RABBIT	2008	WVWHV71KX8W [REDACTED]	15530	3885	05/11/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TECH STATES THE TRANS SHUTTERS INTO EACH GEAR AND WHILE IN EACH GEAR. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/11/2009	11:00	ISSUE OPENED BY DEALERSHIP
05/11/2009	11:00	TRANS JERKY. NO FAULTS STORED. POSSIBLE MECHATRONICS.
05/11/2009	11:03	ADVISED THE TECH TO SET UP FOR THE MANUAL BASIC SETTINGS.
05/11/2009	11:03	CUSTOMER COMMENTS: TRANS JERKY. NO FAULTS STORED. POSSIBLE MECHATRONICS.
05/11/2009	11:03	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TECH STATES THE TRANS SHUTTERS INTO EACH GEAR AND WHILE IN EACH GEAR. NO FAULTS IN THE ECM OR TCM.
05/11/2009	11:15	LOST CALLER, PLEASE CALL BACK.
05/11/2009	11:18	MVB 54= H31
05/11/2009	11:23	RAN THROUGH BASIC SETTINGS. ADVISED THE TECH TO SHIFT FROM PARK TO DRIVE 7 TIMES AND PARK TO REVERSE 7 TIMES. ROAD TEST TO GO THROUGH ALL GEARS AUTOMATICALLY AND IN TIPTRONIC AT LEAST 5 TIMES EACH. HOT SOAK, IF THE CONCERN IS STILL PRESENT, REPLACE THE MECHATRONIC, FLUID FILTER AND BOLTS, RESET BASIC SETTINGS. BE SURE TO INSPECT FLUID FOR CONTAMINATION WHEN THE MECH COVER IS DOWN. IF THERE IS ANY, CALL WITH PICTURES
05/11/2009	12:07	PERFORMED BASIC SETTING. TEST DROVE IN ALL GEAR SELECTIONS. MORE THAN SIX TIMES EACH. LET THE CAR SIT IN BETWEEN EACH TEST DRIVE. MORE THAN 10 MILES PER TEST DRIVE. CLEARED UP THE HIGHER GEAR SHIFTS. STILL EXTREMELY JERKY IN 1ST GEAR. NEEDS MECHATRONIC UNIT
05/11/2009	21:55	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	21:55	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451128	JETTA	2008	3VWRJ71K28M [REDACTED]	6995	3885	05/11/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J07.

Activity Date	Activity Time	Activity Comments
05/11/2009	11:22	CUSTOMER STATES VEHICLE TRANSMISSION IS SHIFTING HARD IN FIRST GEAR. TEST DROVE VEHICLE AND IT HASATE FROM THE START. RAN GUIDED FAULT FINDING FOUND NO FAULTS IN THE TRANSMISSION.
05/11/2009	11:22	ISSUE OPENED BY DEALERSHIP
05/11/2009	11:31	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/11/2009	11:31	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE TRANSMISSION IS SHIFTING HARD IN FIRST GEAR. TEST DROVE VEHICLE AND IT HASATE FROM THE START. RAN GUIDED FAULT FINDING FOUND NO FAULTS IN THE TRANSMISSION.
05/11/2009	11:31	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J07.
05/11/2009	11:35	ORDERED PARTS FOR THE TRANSMISSION, MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/11/2009	21:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	21:51	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451134	RABBIT	2008	WVWVFV71K68W [REDACTED]	10365	3885	05/11/2009	USA

Workshop Finding

HARSH WHEN ENGAGEMENT FROM A STOP. BASIC SETTINGS NO EFFECT. MVB 54=J10

Activity Date	Activity Time	Activity Comments
05/11/2009	11:30	ISSUE OPENED BY DEALERSHIP
05/11/2009	11:30	ROUGH/BANGING ENGAGEMENT FROM A STOP. HAVE DUPLICATED CONCERN- TRANS WILL HAVE HARSH ENGAGEMENT FROM ANY STOP. VEHICLE DRIVES FINE WHEN MOVING AND ALL GEARS SELECT SMOOTHLY. NO FAULTS STORED AND PERFORMED BASIC SETTINGS ON DSG CLUTCHES/SHIFT MECHANISM. STILL HAD HARSH START ENGAGEMENT AFTER BASIC SETTINGS PERFORMED.
05/11/2009	11:39	CUSTOMER COMMENTS: ROUGH/BANGING ENGAGEMENT FROM A STOP. HAVE DUPLICATED CONCERN- TRANS WILL HAVE HARSH ENGAGEMENT FROM ANY STOP. VEHICLE DRIVES FINE WHEN MOVING AND ALL GEARS SELECT SMOOTHLY. NO FAULTS STORED AND PERFORMED BASIC SETTINGS ON DSG CLUTCHES/SHIFT MECHANISM. STILL HAD HARSH START ENGAGEMENT AFTER BASIC SETTINGS PERFORMED.
05/11/2009	11:39	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS, SET BASIC SETTINGS.
05/11/2009	11:39	WORKSHOP FINDINGS: HARSH WHEN ENGAGEMENT FROM A STOP. BASIC SETTINGS NO EFFECT. MVB 54=J10
05/11/2009	11:53	ORDERED MECHATRONIC UNIT, FILTER, BOLTS, AND FLUID. WILL RELEASE CAR TO CUSTOMER WHILE WAITING FOR PARTS.
05/11/2009	12:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	12:43	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONIC UNIT, FILTER, BOLTS, AND FLUID. WILL RELEASE CAR TO CUSTOMER WHILE WAITING FOR PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451188	RABBIT	2008	WVWVFV71K08W [REDACTED]	10379	3885	05/11/2009	USA

Workshop Finding

VERIFIED CONCERN, NO FAULTS, FLUID LEVEL OK.

Activity Date	Activity Time	Activity Comments
05/11/2009	12:20	ISSUE OPENED BY DEALERSHIP
05/11/2009	12:20	VEHICLE IS JURKING FORWARD REVERSE WHEN IS HOT AND SAME TIME PARK HILL NO REVERE
05/11/2009	12:33	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT VTA AND RELEASE VEHICLE TO CUSTOMER AFTER PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/11/2009	12:33	CUSTOMER COMMENTS: VEHICLE IS JURKING FORWARD REVERSE WHEN IS HOT AND SAME TIME PARK HILL NO REVERE.
05/11/2009	12:33	MVB 54 J11
05/11/2009	12:33	WORKSHOP FINDINGS: VERIFIED CONCERN, NO FAULTS, FLUID LEVEL OK.
05/11/2009	12:45	SOP CAR IS GOING
05/11/2009	16:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	16:01	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451203	EOS	2008	WVWBA71F08V [REDACTED]	12885	3885	05/11/2009	USA

Workshop Finding
TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H24.

Activity Date	Activity Time	Activity Comments
05/11/2009	12:40	CUSTOMER STATES CAR JUMPS ON ACCELERATION. TEST DROVE AND FOUND THE CAR SEEMS TO JERK INTO GEAR. REVERSE SEEMS TO BE THE WORSE BUT DOES THE SAME IN 1ST&2ND
05/11/2009	12:40	ISSUE OPENED BY DEALERSHIP
05/11/2009	12:45	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/11/2009	12:45	CUSTOMER COMMENTS: CUSTOMER STATES CAR JUMPS ON ACCELERATION. TEST DROVE AND FOUND THE CAR SEEMS TO JERK INTO GEAR. REVERSE SEEMS TO BE THE WORSE BUT DOES THE SAME IN 1ST&2ND
05/11/2009	12:45	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H24.
05/11/2009	12:53	ORDERED MECH UNIT,FLUID,FILTER AND BOLTS CLOSING TICKET
05/11/2009	21:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	21:50	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451230	JETTA	2008	3VWRJ71K18M [REDACTED]	10884	3885	05/11/2009	USA

Workshop Finding

FOUND CAR BUCKING WHEN PRESSING ACCELARATER SLOWLY. SCANNED FOR FAULTS USING GFF. NO FAULTS FOUND. CHECKED FUEL TRIMS. TRIMS ARE GOOD AT 0.1 AND -2.7 USING MEASURING BLOCK 32. CHECKED FUEL QUALITY. 50 FUEL 50 WATER. FUEL QUALITY IS GOOD. PERFORMED BASIC CETTING 60, 61 FOR TRANS. PERFORMED 6 MILE ROAD TEST. CAR IS STILL BUCKING.

Activity Date	Activity Time	Activity Comments
05/11/2009	13:04	CONCERN OF CAR BUCKING WHEN ACCELERATING SLOWLY. FOUND CAR BUCKING WHEN PRESSING ACCELARATER SLOWLY. SCANNED FOR FAULTS USING GFF. NO FAULTS FOUND. CHECKED FUEL TRIMS. TRIMS ARE GOOD AT 0.1 AND -2.7 USING MEASURING BLOCK 32. CHECKED FUEL QUALITY. 50 FUEL 50 WATER. FUEL QUALITY IS GOOD. PERFORMED BASIC CETTING 60, 61 FOR TRANS. PERFORMED 6 MILE ROAD TEST. CAR IS STILL BUCKING.
05/11/2009	13:04	ISSUE OPENED BY DEALERSHIP
05/11/2009	13:10	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. CLOSE OUT VTA AND RELEASE VEHICLE TO CUSTOMER WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/11/2009	13:10	CUSTOMER COMMENTS: CONCERN OF CAR BUCKING WHEN ACCELERATING SLOWLY.
05/11/2009	13:10	WORKSHOP FINDINGS: FOUND CAR BUCKING WHEN PRESSING ACCELARATER SLOWLY. SCANNED FOR FAULTS USING GFF. NO FAULTS FOUND. CHECKED FUEL TRIMS. TRIMS ARE GOOD AT 0.1 AND -2.7 USING MEASURING BLOCK 32. CHECKED FUEL QUALITY. 50 FUEL 50 WATER. FUEL QUALITY IS GOOD. PERFORMED BASIC CETTING 60, 61 FOR TRANS. PERFORMED 6 MILE ROAD TEST. CAR IS STILL BUCKING.
05/11/2009	13:11	MVB 54 J11
05/11/2009	13:15	CHRIS CRESPO CLOSING OUT USING GILBERT ASUNCION'S NAME DUE TO UNABLE TO LOG INTO VWHUB AND ELSA WEB USING MY NAME AT THIS TIME.
05/11/2009	16:02	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/11/2009	16:02	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451322	JETTA	2008	3VWRA71K58M [REDACTED]	10809	3885	05/11/2009	USA

Workshop Finding

PERFORMED ROAD TEST AND DUPLICATED CUSTOMERS CONCERN, PERFORMED BASIC SETTINGS 60 & 61 AND THEN PERFORMED ROAD TEST, VEHICLE DROVE GOOD FOR THE FIRST 10 MILES THEN AFTER THAT IS GOT WORSE AND IS DRIVING EXTREMELY ROUGH AGAIN. SHUDDER VERIFIED.

Activity Date	Activity Time	Activity Comments
05/11/2009	14:18	CUSTOMER COMPLAINT THAT THE VEHICLE IS DRIVING EXTREMELY ROUGH, AND HAS A LOUD BANG WHEN FIRST ACCELERATING FROM A STOP, PERFORMED ROAD TEST AND DUPLICATED CUSTOMERS CONCERN, PERFORMED BASIC SETTINGS 60 & 61 AND THEN PERFORMED ROAD TEST, VEHICLE DROVE GOOD FOR THE FIRST 10 MILES THEN AFTER THAT IS GOT WORSE AND IS DRIVING EXTREMELY ROUGH AGAIN.
05/11/2009	14:18	ISSUE OPENED BY DEALERSHIP
05/11/2009	14:20	MEASURING VALUES 54 = J05F0048
05/12/2009	09:05	CUSTOMER COMMENTS: CUSTOMER COMPLAINT THAT THE VEHICLE IS DRIVING EXTREMELY ROUGH, AND HAS A LOUD BANG WHEN FIRST ACCELERATING FROM A STOP.
05/12/2009	09:05	MVB 54 J05, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID. PERFORM MANUAL BASIC SETTINGS AGAIN AND RELEASE VEHICLE. ADVISED TECH TO RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED.
05/12/2009	09:05	WORKSHOP FINDINGS: PERFORMED ROAD TEST AND DUPLICATED CUSTOMERS CONCERN, PERFORMED BASIC SETTINGS 60 & 61 AND THEN PERFORMED ROAD TEST, VEHICLE DROVE GOOD FOR THE FIRST 10 MILES THEN AFTER THAT IS GOT WORSE AND IS DRIVING EXTREMELY ROUGH AGAIN. SHUDDER VERIFIED.
05/12/2009	09:12	FOLLOWED TECH ASSIST INSTRUCTIONS AND ORDERED PARTS FOR CAR.
05/12/2009	09:42	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	09:42	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451330	EOS	2008	WVWFA71F88V [REDACTED]	9154	3885	05/11/2009	USA

Workshop Finding

REV TO DRIVE HARD ENGAGEMENT, DOWNSHIFT IT BANGS INTO GEARS HARD AS WELL. BASIC SETTINGS PERFORMED; 02E 325 025ADZDE MVB 54=J08

Activity Date	Activity Time	Activity Comments
05/11/2009	14:30	BANGS INTO DRIVE FROM REVERSE, BANGS INTO GEAR ON DOWNSHIFT DIFFERENT GEARS, ATF LEVEL AND CONDITION OK
05/11/2009	14:30	ISSUE OPENED BY DEALERSHIP
05/11/2009	16:12	CUSTOMER COMMENTS: BANGS INTO DRIVE FROM REVERSE, BANGS INTO GEAR ON DOWNSHIFT DIFFERENT GEARS, ATF LEVEL AND CONDITION OK
05/11/2009	16:12	REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. MECH NEEDS TO BE RED ORDERED
05/11/2009	16:12	WORKSHOP FINDINGS: REV TO DRIVE HARD ENGAGEMENT, DOWNSHIFT IT BANGS INTO GEARS HARD AS WELL. BASIC SETTINGS PERFORMED; 02E 325 025ADZDE MVB 54=J08
05/12/2009	11:17	ORDERED MECHATRONICS UNIT, CUSTOMER WILL TAKE CAR UNTIL PART IS IN DUE TO BACKORDER STATIS
05/12/2009	12:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	12:01	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONICS UNIT, CUSTOMER WILL TAKE CAR UNTIL PART IS IN DUE TO BACKORDER STATIS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451395	JETTA	2009	3VWRL71K49M	1185	3885	05/11/2009	USA

Workshop Finding

CODES ARE P0702 CONTROL UNIT FAULTY & P1707 INTERFERENCE IN MECHATRONIC UNIT.
THE VEHICLE HAS NO REVERSE.

Activity Date	Activity Time	Activity Comments
05/11/2009	15:19	CAR TOIWED IN,MIL ON & SELECTOR DISPLAY IN INST. CLUSTER FLASHING. CODES ARE P0702 CONTROL UNIT FAULTY & P1707 INTERFERENCE IN MECHATRONIC UNIT. THE VEHICLE HAS NO REVERSE.
05/11/2009	15:19	ISSUE OPENED BY DEALERSHIP
05/11/2009	16:03	CLEAR FAULTS AND SET BASIC SETTINGS. ROAD TEST THE VEHICLE 10-20 MILES. IF THE VEHICLE WILL SET BASIC SETTINGS AND AFTER OR DURING THE ROAD TEST THE FAULT OR FAULTS RETURN, REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS. RESET BASIC SETTINGS AND RETEST. PLEASE KEEP IN MIND THAT IF THE VEHICLE STALLS DURING BASIC SETTINGS THAT THIS COULD BE ATTRIBUTED TO A STICKING SHIFT FORK AND THE GEARBOX WOULD THEN NEED TO BE REPLACED. ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.
05/11/2009	16:03	CUSTOMER COMMENTS: CAR TOIWED IN,MIL ON & SELECTOR DISPLAY IN INST. CLUSTER FLASHING.
05/11/2009	16:03	WORKSHOP FINDINGS: CODES ARE P0702 CONTROL UNIT FAULTY & P1707 INTERFERENCE IN MECHATRONIC UNIT. THE VEHICLE HAS NO REVERSE.
05/11/2009	16:27	WHEN I CLEARED THE FAULTS & STARTED THE CAR THE P1701 FAULT CAME BACK
05/11/2009	16:34	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RERUN MANUAL BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED. TECH STATED P1707 CAME BACK.
05/13/2009	21:00	PARTS STILL ON BACK ORDER & CAR @ DEALERSHIP
05/14/2009	07:20	THANKS FOR THE UPDATE.
05/15/2009	12:41	INSTALLED MECHATRONICS & RESET BASIC SETTING & TEST DROVE-SHIFTS FROM 1 TO 2 BUT WON'T UP SHIFT FROM 2 , ALSO REVERSE WORKS & DISPLAY SHOWS DIFFERENT GEARS ON INST. CLKUSTER DISPLAY BUT GEARS DON'T CHANGE. MORE GFF INFROMATION IN PDF
05/15/2009	12:46	ISSUE SENT TO DEALERSHIP
05/15/2009	12:53	MVB 41, 54 AND AND UPDATE GFF LOG
05/15/2009	13:22	HERE IS THE NEW INFORMATION MB41-V9691D0502EA_GETRIEBE_DSG_MP1D MB54K16Q0106
05/15/2009	13:25	TRANSFERRED CALLER TO CHRIS GEHRKES VOICEMAIL DUE TO LEVEL 2 CASE.
05/15/2009	14:19	TECH PERFORMED BASIC SETTINGS MANUALLY THROUGH VSD AND TRANS SHIFTS NORMALLY
05/15/2009	14:21	AS PER OUR CONVERSATION. I PERFORMED THE BASIC SETTING USING VSD MB 61 & 60 & TEST DROVE & VEHICLE IS REPAIRED.
05/15/2009	16:27	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	16:27	ISSUE UPDATED

Consultant's Closing Comments
AS PER OUR CONVERSATION. I PERFORMED THE BASIC SETTING USING VSD MB 61 & 60 & TEST DROVE & VEHICLE IS REPAIRED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451570	EOS	2009	WVWBA71F69V [REDACTED]	18345	3735	05/11/2009	USA

Workshop Finding

VERIFIED CONCERN, HAPPENS FROM COMPLETE STOPS ONLY ON ACCLERATION, VEHICLE JERKS HARD ONCE THEN TWICE AND SMOOTHS OUT, ALL OTHER GEARS WHILE DRIVING GOOD. FOLLEWD TECH TIP ABOUT SETTING BASIC SETTINGS. ALMOST MADE JERKING FEEL WORSE.

Activity Date	Activity Time	Activity Comments
05/11/2009	18:56	C/S VEHICLE SHAKES\VIBRATES FROM TRANSMISSION ON TAKE OFF WHEN VEHICLE IS WARM (FEELS LIKE ITS JERKING). VERIFIED CONCERN, HAPPENS FROM COMPLETE STOPS ONLY ON ACCLERATION, VEHICLE JERKS HARD ONCE THEN TWICE AND SMOOTHS OUT, ALL OTHER GEARS WHILE DRIVING GOOD. FOLLEWD TECH TIP ABOUT SETTING BASIC SETTINGS. ALMOST MADE JERKING FEEL WORSE.
05/11/2009	18:56	ISSUE OPENED BY DEALERSHIP
05/11/2009	19:18	CUSTOMER COMMENTS: C/S VEHICLE SHAKES\VIBRATES FROM TRANSMISSION ON TAKE OFF WHEN VEHICLE IS WARM (FEELS LIKE ITS JERKING).
05/11/2009	19:18	MVB 54 = J19F0497 REPLACE THE MECHATRONICS , FLUID , FILTE, AND BOLT,
05/11/2009	19:18	WORKSHOP FINDINGS: VERIFIED CONCERN, HAPPENS FROM COMPLETE STOPS ONLY ON ACCLERATION, VEHICLE JERKS HARD ONCE THEN TWICE AND SMOOTHS OUT, ALL OTHER GEARS WHILE DRIVING GOOD. FOLLEWD TECH TIP ABOUT SETTING BASIC SETTINGS. ALMOST MADE JERKING FEEL WORSE.
05/11/2009	20:03	PARTS ON ORDER
05/12/2009	18:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	18:18	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECHATRONICS , FLUID , FILTE, AND BOLT, PARTS ON ORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451605	JETTA	2008	3VWRJ71K68M [REDACTED]	12587	3885	05/12/2009	USA

Workshop Finding

THEN IT SLAMS INTO GEAR.
NO FAULTS DETECTED, DID NOT DUPLICATE WHEN COLD OR AT OPERATING TEMP.

Activity Date	Activity Time	Activity Comments
05/12/2009	08:47	CUSTOMER STATES UPON TAKE OFF,THE CAR BOGS DOWN AND ALMOST DIES--THEN IT SLAMS INTO GEAR. NO FAULTS DETECTED, DID NOT DUPLICATE WHEN COLD OR AT OPERATING TEMP.
05/12/2009	08:47	ISSUE OPENED BY DEALERSHIP
05/12/2009	10:28	ADVISED TECH TO VERIFY CONCERN, ONCE VERIFIED CHECK FLUID LEVEL AND CONDITION, GET MVB 54 AND 64 FIELDS 1/2, IF 64 IS ABOVE 0 CALL BACK, IF 64 IS 0 PLEASE RUN MANUAL BASIC SETTINGS THEN REEVALUATE CONCERN. CALL BACK IF NEEDED OR CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/12/2009	10:28	CUSTOMER COMMENTS: CUSTOMER STATES UPON TAKE OFF,THE CAR BOGS DOWN AND ALMOST DIES.
05/12/2009	10:28	WORKSHOP FINDINGS: THEN IT SLAMS INTO GEAR. NO FAULTS DETECTED, DID NOT DUPLICATE WHEN COLD OR AT OPERATING TEMP.
05/12/2009	11:08	SET BASIC SETTINGS. TEST DROVE AND DUPLICATED CONCERN. WHEN LEAVING FROM A STOP CAR WILL BUCK FORWARD A FEW TIMES AND THEN STARTS TO ACCELERATE. MVB 64 0-0 AND 54 J11D0329. FLUID CONDITION IS GOOD.
05/12/2009	11:14	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/12/2009	11:20	PARTS ORDERED.
05/12/2009	13:03	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	13:03	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT. COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451618	JETTA	2009	3VWRL71K29M [REDACTED]	23640	3885	05/12/2009	USA

Workshop Finding

ENGINE APPEARS TO HAVE GOOD POWER OUTPUT AND NEW FUEL FILTER. WHEN BACKING UP AND IN FIRST GEAR FEEL THE "SLIP AND GRIP" THAT I HAVE FELT WITH OTHER DGS TRANSMISSIONS THAT HAS HAD CLUTCH PROBLEMS. HAS SHUDDER.

Activity Date	Activity Time	Activity Comments
05/12/2009	09:01	ISSUE OPENED BY DEALERSHIP
05/12/2009	09:01	VERY HARSH AND DELAYED DOWN SHIFT 2-3 AND ANY TEMP. ENGINE APPEARS TO HAVE GOOD POWER OUTPUT AND NEW FUEL FILTER. WHEN BACKING UP AND IN FIRST GEAR FEEL THE "SLIP AND GRIP" THAT I HAVE FELT WITH OTHER DGS TRANSMISSIONS THAT HAS HAD CLUTCH PROBLEMS.
05/12/2009	09:10	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, THEN PERFORM MANUAL BASIC SETTINGS. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 J18
05/12/2009	09:10	CUSTOMER COMMENTS: VERY HARSH AND DELAYED DOWN SHIFT 2-3 AND ANY TEMP.
05/12/2009	09:10	WORKSHOP FINDINGS: ENGINE APPEARS TO HAVE GOOD POWER OUTPUT AND NEW FUEL FILTER. WHEN BACKING UP AND IN FIRST GEAR FEEL THE "SLIP AND GRIP" THAT I HAVE FELT WITH OTHER DGS TRANSMISSIONS THAT HAS HAD CLUTCH PROBLEMS. HAS SHUDDER.
05/13/2009	08:10	MECH UNIT ON THE WAY. CAR RELEASED THANKS
05/13/2009	08:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/13/2009	08:16	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451630	JETTA	2008	3VWRJ71K68M	11764	3885	05/12/2009	USA

Workshop Finding

TEST DRIVE TRANS IS JERKING WHEN STOP AND START MOVING,FIRST TIME CAR IN FOUND FAULT CODE FOR BRAKE LIGHT SENSOR IN MASTER CYLINDER ,AFTER SENSOR REPLACEMENT THERE ARE NOT FAULTS CODE,BUT TRANS STILL JERKS ,I NEED YOUR OPINION ABOUT THIS CONCERN. THANK YOU!

Activity Date	Activity Time	Activity Comments
05/12/2009	09:16	HI!VW TECHLINE.I NEED SOME ASSISTANCE ABOUT THIS CONCERNE. CUSTOMER STATES: TRANS IS JERKING. TEST DRIVE TRANS IS JERKING WHEN STOP AND START MOVING,FIRST TIME CAR IN FOUND FOULT CODE FOR BRAKE LIGHT SENSOR IN MASTER CYLINDER ,AFTER SENSOR REPLACEMENT THERE ARE NOT FOULTS CODE,BUT TRANS STILL JERKS ,I NEED YOUR OPINION ABOUT THIS CONCERN.THANK YOU!
05/12/2009	09:16	ISSUE OPENED BY DEALERSHIP
05/12/2009	09:41	CUSTOMER COMMENTS: HI!VW TECHLINE I NEED SOME ASSISTANCE ABOUT THIS CONCERN. CUSTOMER STATES: TRANS IS JERKING.
05/12/2009	09:41	MVB 54 H51. ADVISED TECH TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE BACK TO CUSTOMER AND CLOSE VTA TICKET.
05/12/2009	09:41	WORKSHOP FINDINGS: TEST DRIVE TRANS IS JERKING WHEN STOP AND START MOVING,FIRST TIME CAR IN FOUND FAULT CODE FOR BRAKE LIGHT SENSOR IN MASTER CYLINDER ,AFTER SENSOR REPLACEMENT THERE ARE NOT FAULTS CODE,BUT TRANS STILL JERKS ,I NEED YOUR OPINION ABOUT THIS CONCERN. THANK YOU!
05/12/2009	09:45	ORDER PARTS :MECHATRONIKS UNIT ,FILTER ,BOLTS
05/12/2009	09:46	ORDER PARTS :MECHATRONIKS UNIT ,FILTER ,BOLTS
05/12/2009	10:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	10:08	ISSUE UPDATED

Consultant's Closing Comments

D1 ORDER PARTS :MECHATRONICS UNIT ,FILTER ,BOLTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451643	JETTA	2008	3VWRJ71K88M [REDACTED]	9030	3885	05/12/2009	USA

Workshop Finding
MVB 54 IS J11

Activity Date	Activity Time	Activity Comments
05/12/2009	09:28	C/S TRANSMISSION SEEMS TO SLIP/DOES NOT HOLD VEH AT IDLE. I CHECKE FO RELATED TSB'S AND NONE LOCATED. DO RECALL MENTION OF A HILL HOLD BUT CANNOT LOCATE NOW. ATF LEVEL CHECKED O.K. AND RAN BASIS SETTINGS. TRANSMISSION NOW SHIFTS O.K. BUT STILL DOES NOT SEEM CORRECT AT IDLE WHEN IN DRIVE OR REVERSE WITHOUT FOOT ON THE BRAKE.
05/12/2009	09:28	ISSUE OPENED BY DEALERSHIP
05/12/2009	13:28	CUSTOMER COMMENTS: C/S TRANSMISSION SEEMS TO SLIP/DOES NOT HOLD VEH AT IDLE. I CHECKE FO RELATED TSB'S AND NONE LOCATED. DO RECALL MENTION OF A HILL HOLD BUT CANNOT LOCATE NOW. ATF LEVEL CHECKED O.K. AND RAN BASIS SETTINGS. TRANSMISSION NOW SHIFTS O.K. BUT STILL DOES NOT SEEM CORRECT AT IDLE WHEN IN DRIVE OR REVERSE WITHOUT FOOT ON THE BRAKE.
05/12/2009	13:28	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER. THEN PERFORM BASIC SETTING MANUALLY 61 AND 60.
05/12/2009	13:28	WORKSHOP FINDINGS: MVB 54 IS J11
05/18/2009	08:34	ORDERED PARTS, THANKS.
05/18/2009	10:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	10:33	ISSUE UPDATED

Consultant's Closing Comments
ORDERED PARTS, THANKS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451695	JETTA	2008	3VWRJ71K08M [REDACTED]	18093	3885	05/12/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE NOT IN THE SHOP AT THIS TIME.

Activity Date	Activity Time	Activity Comments
05/12/2009	10:23	CAR WANTS TO DIE WHEN BREAKING,BOGS DOWN AND JUMPING-ONLY IN STOP AND GO TRAFIC
05/12/2009	10:23	ISSUE OPENED BY DEALERSHIP
05/12/2009	11:12	ADVISED THE TECH TO GET THE VEHICLE AND CHECK MVB 54 IN THE TCM.
05/12/2009	11:12	CUSTOMER COMMENTS: CAR WANTS TO DIE WHEN BREAKING,BOGS DOWN AND JUMPING-ONLY IN STOP AND GO TRAFIC
05/12/2009	11:12	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE NOT IN THE SHOP AT THIS TIME.
05/12/2009	11:23	J11 IN MVB 54. REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
05/13/2009	11:22	ORDERED PARTS
05/13/2009	18:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/13/2009	18:53	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451702	RABBIT	2008	WVWKC71K48W [REDACTED]	10768	3885	05/12/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
05/12/2009	10:31	CUSTOMER STATES TRANSMISSION IS SLAMMING INTO GEAR FROM A STOP. HAPPENS MORE OFTEN AFTER REACHING OPERATING TEMPERATURES AND ALSO ON INCLINES. FIRST DUPLICATED COMPLAINT ON STEEP HILL NEAR DEALERSHIP. VEHICLE WOULD ROLL BACK, TRY TO ENGAGE INTO 1ST GEAR, SLAM INTO GEAR AND RIGHT BACK OUT OF GEAR AND ROLL BACKWARDS.
05/12/2009	10:31	ISSUE OPENED BY DEALERSHIP
05/12/2009	10:36	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/12/2009	10:36	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION IS SLAMMING INTO GEAR FROM A STOP. HAPPENS MORE OFTEN AFTER REACHING OPERATING TEMPERATURES AND ALSO ON INCLINES. FIRST DUPLICATED COMPLAINT ON STEEP HILL NEAR DEALERSHIP. VEHICLE WOULD ROLL BACK, TRY TO ENGAGE INTO 1ST GEAR, SLAM INTO GEAR AND RIGHT BACK OUT OF GEAR AND ROLL BACKWARDS.
05/12/2009	10:36	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED.
05/19/2009	12:51	SPOKE TO JERRY IN SERVICE. CUSTOMER HAS TAKEN VEHICLE AND WILL RETURN TO HAVE SPECIAL ORDER PARTS INSTALLED; C1.
05/19/2009	12:54	ORDERED PARTS. WILL REOPEN IF NECESSARY WHEN REPAIRS ARE MADE WHEN VEHICLE RETURNS. THANKS.
05/19/2009	18:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	18:12	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451718	EOS	2008	WVWFA71F98V [REDACTED]	11741	3885	05/12/2009	USA

Workshop Finding

GUIDED FAULT FINDING NO DTCS MVB 54 H43B0609, VERIFIED SHUDDER IN DRIVE AND REVERSE.

Activity Date	Activity Time	Activity Comments
05/12/2009	10:51	CUSTOMER STATES CAR JERKS WHEN BACKING UP AND HAS NO RESPONCE WHEN ACCEL FROM A STOP AND HUGE PAUSE GUIDED FAULT FINDING NO DTCS MVB 54 H43B0609
05/12/2009	10:51	ISSUE OPENED BY DEALERSHIP
05/12/2009	11:07	ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/12/2009	11:07	CUSTOMER COMMENTS: CUSTOMER STATES CAR JERKS WHEN BACKING UP AND HAS NO RESPONCE WHEN ACCEL FROM A STOP AND HUGE PAUSE.
05/12/2009	11:07	WORKSHOP FINDINGS: GUIDED FAULT FINDING NO DTCS MVB 54 H43B0609, VERIFIED SHUDDER IN DRIVE AND REVERSE.
05/12/2009	11:19	TRANS MECH UNIT ORDER
05/12/2009	12:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	12:52	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451726	RABBIT	2007	WVWFV71K17W [REDACTED]	30462	3885	05/12/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/12/2009	10:57	I HAVE A CODE IN TCM FOR P0868 01 AND GFF DOES NOT GIVE ME A TEST PLAN ALSO THE CUSTOMER IS NOT COMPLAINING OF ANY TRANSMISSION CONCERNS. BUT THE FAULT WILL NOT ERASE.
05/12/2009	10:57	ISSUE OPENED BY DEALERSHIP
05/12/2009	11:09	CUSTOMER COMMENTS: I HAVE A CODE IN TCM FOR P0868 01 AND GFF DOES NOT GIVE ME A TEST PLAN ALSO THE CUSTOMER IS NOT COMPLAINING OF ANY TRANSMISSION CONCERNS. BUT THE FAULT WILL NOT ERASE.
05/12/2009	11:09	TECH NEEDS TO CORRECT THE ENGINE PROBLEMS FIRST AND RECHECK IF THE FAULT IN THE TRANS COMES BACK AND IF THERE ARE ANY DRIVABILITY ISSUES. IF THE FAULT IN TRANS COMES BACK AFTER ENGINE REPAIR THE TRANS WILL HAVE TO BE REPLACED.
05/13/2009	08:25	THE FAULT STAYS IN THE VEHICLE WILL ONLY CLEAR IF THE ENGINE IS OFF AND KEY IS ON. THE MOMENT YOU START THE VEHICLE THE FAULT RETURNS. IF THE VEHICLE IS RUNNING YOU CANNOT ERASE THE FAULT. SO FAR THE CHECK ENGINE LIGHT HAS NOT COME ON AND THE TRANSMISSION SEEMS TO BE OPERATING CORRECTLY.
05/13/2009	08:39	AFTER REVIEWING CASE INFO AND FINDING THAT BASIC SETTINGS WILL NOT RUN DUE TO FAULT RETURNING AS SOON AS VEHICLE IS STARTED WE NEED TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/13/2009	08:51	I ORDERED THE PARTS AND THEY ARE ON RED ORDER.
05/13/2009	10:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/13/2009	10:56	ISSUE UPDATED

Consultant's Closing Comments
I ORDERED THE PARTS AND THEY ARE ON RED ORDER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451734	JETTA	2008	3VWRJ71K58M [REDACTED]	8721	3885	05/12/2009	USA

Workshop Finding

TEST DROVE VEHICLE FOUND FROM STOP SLAMS INTO GEAR SCANED FOR FAULTS NONE FOUND CHECKED TRANS FLUID,FLUID LEVEL AND CONDITION IS OK SO I RESET BASIC SETTINGS ON TRANS TEST DROVE VEHICLE AGAIN WAS DOING SAME THING. VERIFIED SHUDDER IN DRIVE AND REVERSE.

Activity Date	Activity Time	Activity Comments
05/12/2009	11:04	C/S THE VEHICLE IS JUMPING WHILE DRIVING MOSTLY FROM A STOP. TEST DROVE VEHICLE FOUND FROM STOP SLAMS INTO GEAR SCANED FOR FAULTS NONE FOUND CHECKED TRANS FLUID,FLUID LEVEL AND CONDITION IS OK SO I RESET BASIC SETTINGS ON TRANS TEST DROVE VEHICLE AGAIN WAS DOING SAME THING.
05/12/2009	11:04	ISSUE OPENED BY DEALERSHIP
05/12/2009	11:22	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 J03 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/12/2009	11:22	CUSTOMER COMMENTS: C/S THE VEHICLE IS JUMPING WHILE DRIVING MOSTLY FROM A STOP.
05/12/2009	11:22	WORKSHOP FINDINGS: TEST DROVE VEHICLE FOUND FROM STOP SLAMS INTO GEAR SCANED FOR FAULTS NONE FOUND CHECKED TRANS FLUID,FLUID LEVEL AND CONDITION IS OK SO I RESET BASIC SETTINGS ON TRANS TEST DROVE VEHICLE AGAIN WAS DOING SAME THING. VERIFIED SHUDDER IN DRIVE AND REVERSE.
05/12/2009	11:34	ORDERED MECHATRONICS UNIT
05/12/2009	12:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	12:39	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451754	EOS	2008	WVWBA71F58V [REDACTED]	6220	3435	05/12/2009	USA

Workshop Finding

MVB 54 IS H30. MVB 64 0, 0. NO FAULTS

Activity Date	Activity Time	Activity Comments
05/12/2009	11:17	CUSTOMER STATES HESITATION WHILE DRIVING. ROADTEST, FINDING THAT WHEN RELEASING BRAKE PEDAL CAR WILL LURCH FORWARD AND THEN COME OUT OF GEAR ALL TOGETHER. WHEN ATTEMPTING TO PULL AWAY FROM A STOP THE CAR WILL LURCH AND THEN COME OUT OF GEAR AND QUICKLY GO BACK INTO GEAR AND RESUME ACCELERATING. ALL OTHER SHIFTS ARE GOOD. NO DTC'S DETECTED. VEHICLE DOES HAVE OPEN CAMPAIGN, PERFORMED AFTER VERIFYING CONCERN AND BEFORE SECOND ROADTEST TO VERIFY CONCERN IS PRESENT STILL.
05/12/2009	11:17	ISSUE OPENED BY DEALERSHIP
05/12/2009	11:40	RECHECKED DTC'S AFTER ROADTEST, FOUND NO COMMUNICATION SPORADIC WITH ECM IN SEVERAL MODULES. DID NOT CLEAR FAULT MEMORY AFTER 03 TO NOT LOSE DATA.
05/12/2009	11:46	CUSTOMER COMMENTS: CUSTOMER STATES HESITATION WHILE DRIVING. ROADTEST, FINDING THAT WHEN RELEASING BRAKE PEDAL CAR WILL LURCH FORWARD AND THEN COME OUT OF GEAR ALL TOGETHER. WHEN ATTEMPTING TO PULL AWAY FROM A STOP THE CAR WILL LURCH AND THEN COME OUT OF GEAR AND QUICKLY GO BACK INTO GEAR AND RESUME ACCELERATING. ALL OTHER SHIFTS ARE GOOD. NO DTC'S DETECTED. VEHICLE DOES HAVE OPEN CAMPAIGN, PERFORMED AFTER VERIFYING CONCERN AND BEFORE SECOND ROADTEST TO VERIFY CONCERN IS PRESENT STILL.
05/12/2009	11:46	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
05/12/2009	11:46	WORKSHOP FINDINGS: MVB 54 IS H30. MVB 64 0, 0. NO FAULTS
05/12/2009	12:11	DURING ORDERING NOTICED VTA WAS OPENED FOR WRONG VEHICLE DUE TO USING A SHARED COMPUTER. CORRECT VIN# IS WVWBA71F58V [REDACTED]
05/12/2009	12:14	TICKET CLOSED INVALID DUE TO INCORRECT VIN
05/12/2009	14:25	ORDERED PARTS FOR CORRECT VEHICLE
05/12/2009	14:29	ISSUE CLOSED BY CONSULTANT - INVALID
05/12/2009	14:29	ISSUE UPDATED

Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT
TICKET CLOSED INVALID DUE TO INCORRECT VIN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451880	JETTA	2009	3VWTL71K89M [REDACTED]	15472	3490	05/12/2009	USA

Workshop Finding

FLUID LEVEL AND CONDITION IS GOOD. MECATRONICS WAS REPLACED IN JAN OF 09. PROBLEM JUST STARTED.

Activity Date	Activity Time	Activity Comments
05/12/2009	13:04	ISSUE OPENED BY DEALERSHIP
05/12/2009	13:04	VEHICLE BANGS ON SHIFTS.WHEN DRIVING NORMALY AND SLOWING DOWN AT STOP LIGHT,YOU START TO ACCELERATE OUT OF THE STOP IT BANGS,REVS UP AND IS IN BETWEEN SHIFTS.IF YOU LET OFF ACCEL-PEDAL, THEN VEHICLE WILL START TO MOVE.CK'D FOR DTC'S NONE.CK'D FOR TSB,NONE.I DID FIND TECH TIP FOR RESETTNG BASIC SETTING ONLY IF VEHICLE HAS A SYMPTOM.I RESET BASIC ON DSG TRANS AND DID RESET STEPS AS TECH TIPS SUGGESTED.RD TESTED VEHICLE AND IT'S STILL BANGING ON SHIFTS.{THIS VEHICEL HAS ALREADY HAD A MEGA-TRON CONTROL UNIT INSTALLED.}
05/12/2009	14:57	A2 ADVISED THE TECH TO CHECK MVB 32 AND UPDATE THE VTA WITH RESULTS.
05/12/2009	14:57	CUSTOMER COMMENTS: VEHILCE BANGS ON SHIFTS.WHEN DRIVING NORMALY AND SLOWING DOWN AT STOP LIGHT,YOU START TO ACCELERATE OUT OF THE STOP IT BANGS,REVS UP AND IS IN BETWEEN SHIFTS.IF YOU LET OFF ACCEL-PEDAL, THEN VEHICLE WILL START TO MOVE.CK'D FOR DTC'S NONE.CK'D FOR TSB,NONE.I DID FIND TECH TIP FOR RESETTNG BASIC SETTING ONLY IF VEHICLE HAS A SYMPTOM.I RESET BASIC ON DSG TRANS AND DID RESET STEPS AS TECH TIPS SUGGESTED.RD TESTED VEHICLE AND IT'S STILL BANGING ON SHIFTS.{THIS VEHICEL HAS ALREADY HAD A MEGA-TRON CONTROL UNIT INSTALLED.}
05/12/2009	14:57	WORKSHOP FINDINGS: FLUID LEVEL AND CONDITION IS GOOD. MECATRONICS WAS REPLACED IN JAN OF 09. PROBLEM JUST STARTED.
05/12/2009	15:08	MVB 54=J31 MVB 64-36/255; REPLACE THE G509 AND RETEST FOR ISSUE
05/18/2009	11:11	REPLACED G509 SENSOR AS REQUESTED,RESET BASIC SETTING AND RD TESTED.VEHICLE NOW SHIFTS CORRECTLY WITH NO BANGING.VEHICLE IS FIXED.THANK'S GUYS
05/18/2009	12:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	12:32	ISSUE UPDATED

Consultant's Closing Comments

REPLACED G509 SENSOR AS REQUESTED,RESET BASIC SETTING AND RD TESTED.VEHICLE NOW SHIFTS CORRECTLY WITH NO BANGING.VEHICLE IS FIXED.THANK'S GUYS

WARRANTY RELEASE SENT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451889	JETTA	2008	3VWRJ71K88M [REDACTED]	12995	3885	05/12/2009	USA

Workshop Finding

FOUND CONCERNS HAVE WORSENERD INSTEAD OF IMPROVING - NEED MECHATRONICS UNIT? -- PLEASE ADVISE -- NO DTC'S IN OBD FOR TRANS, HAD OXYGEN SENSOR FAULTS IN ECM, CLEARED AND SET READINESS CODE PRIOR TO SETTING BASIC SETTINGS USING VSD

Activity Date	Activity Time	Activity Comments
05/12/2009	13:13	ISSUE OPENED BY DEALERSHIP
05/12/2009	13:13	SHITING CONCERNS DSG TRANSMISSION, FELLING HARSH SHIFTING, SURGING ONCE DRIVE OR REVERSE IS ENGAGED - PERFORMED RESET OF BASIC SETTINGS USING VSD 20 MINUTE RESET/TEST DRIVE ATTEMPTED RESET 2 TIMES - FOUND CONCERNS HAVE WORSENERD INSTEAD OF IMPROVING - NEED MECHATRONIC UNIT? -- PLEASE ADVISE -- NO DTC'S IN OBD FOR TRANS, HAD OXYGEN SENSOR FAULTS IN ECM, CLEARED AND SET READINESS CODE PRIOR TO SETTING BASIC SETTINGS USING VSD
05/12/2009	13:31	CUSTOMER COMMENTS: SHIFTING CONCERNS DSG TRANSMISSION, FELLING HARSH SHIFTING, SURGING ONCE DRIVE OR REVERSE IS ENGAGED - PERFORMED RESET OF BASIC SETTINGS USING VSD 20 MINUTE RESET/TEST DRIVE ATTEMPTED RESET 2 TIMES -
05/12/2009	13:31	MVB 54 J14. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE TO CUSTOMER AND CLOSE TICKET. OPEN NEW TICKET WHEN VEHICLE RETURNS IF NEEDED.
05/12/2009	13:31	WORKSHOP FINDINGS: FOUND CONCERNS HAVE WORSENERD INSTEAD OF IMPROVING - NEED MECHATRONICS UNIT? -- PLEASE ADVISE -- NO DTC'S IN OBD FOR TRANS, HAD OXYGEN SENSOR FAULTS IN ECM, CLEARED AND SET READINESS CODE PRIOR TO SETTING BASIC SETTINGS USING VSD
05/12/2009	14:27	ORDERED MECHATRONICS UNIT - RED ORDER - RETURNED VEHICLE TO CUSTOMER
05/12/2009	16:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	16:04	ISSUE UPDATED

Consultant's Closing Comments

D1 ORDERED MECHATRONICS UNIT - RED ORDER - RETURNED VEHICLE TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451933	EOS	2008	WVWFA71FX8V [REDACTED]	17673	3885	05/12/2009	USA

Workshop Finding
MVB 54 IS H37

Activity Date	Activity Time	Activity Comments
05/12/2009	13:47	CUST STATES HESITATION IN TRANS WHEN PULLING AWAY. VERIFIED CONCERN. TRANS HESITATES HEAVILY WHEN ON AN INCLINE GOING INTO DRIVE OR REVERSE. QTM WAS ON SITE AND TEST DROVE VEHICLE. PLEASE ADVISE
05/12/2009	13:47	ISSUE OPENED BY DEALERSHIP
05/12/2009	13:51	CUSTOMER COMMENTS: CUST STATES HESITATION IN TRANS WHEN PULLING AWAY. VERIFIED CONCERN. TRANS HESITATES HEAVILY WHEN ON AN INCLINE GOING INTO DRIVE OR REVERSE. QTM WAS ON SITE AND TEST DROVE VEHICLE. PLEASE ADVISE
05/12/2009	13:51	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
05/12/2009	13:51	WORKSHOP FINDINGS: MVB 54 IS H37
05/12/2009	14:00	ORDERED PARTS. RELEASED VEHICLE TO CUSTOMER
05/12/2009	14:30	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	14:30	ISSUE UPDATED

Consultant's Closing Comments
ORDERED PARTS. RELEASED VEHICLE TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451953	JETTA	2008	3VWRJ71K28M	11233	3885	05/12/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE NOT IN THE SHOP AT THIS TIME.

Activity Date	Activity Time	Activity Comments
05/12/2009	14:05	C/S VEHICLE HESITATES ON TAKE OFF THEN JUMPS (HOT OR COLD) TEST DROVE VEHICLE FOUND AFTER STOPPING TRANNY HESITATES TO ENGAGE INTO GEAR. SCANNED DTC MEMORY FOUND NO FAULTS IN TCM. FLUID LEVEL OK. NO FAULTS IN ECM.
05/12/2009	14:05	ISSUE OPENED BY DEALERSHIP
05/12/2009	14:37	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
05/12/2009	14:37	CUSTOMER COMMENTS: C/S VEHICLE HESITATES ON TAKE OFF THEN JUMPS (HOT OR COLD) TEST DROVE VEHICLE FOUND AFTER STOPPING TRANNY HESITATES TO ENGAGE INTO GEAR. SCANNED DTC MEMORY FOUND NO FAULTS IN TCM. FLUID LEVEL OK. NO FAULTS IN ECM.
05/12/2009	14:37	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. VEHICLE NOT IN THE SHOP AT THIS TIME.
05/12/2009	14:41	MVB 54: H51F0502 TCM PART# 02E300050J SW VERSION 1410
05/12/2009	14:44	ADVISE TECH TO REPLACE MECHATRONICS , FLUID , FILTER AND BOLTS.
05/15/2009	09:07	MECHATRONIC UNIT ON ORDER PARTS HAVE NOT ARRIVED YET
05/17/2009	20:23	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
05/19/2009	07:50	STILL WAITING FOR PARTS AS OF 5-19-09
05/19/2009	17:10	P2 SPOKE TO DAVE IN VW SERVICE AND VEHICLE IS HOLDING FOR PARTS.
05/22/2009	07:24	STILL WAITING FOR PARTS ON THIS CAR-5-22-09
05/26/2009	16:11	SPOKE WITH KURT IN SERVICE..... STATED THAT THEY ARE STILL WAITING FOR A MECHITRONICS UNIT..... P1
05/28/2009	10:13	FOM HAD THE PART DROPPED OFF TO US BY QTM DURING HIS VISIT YESTERDAY- WE ARE INSTALLING THE PART TODAY AND CAR WILL BE DONE BY TODAY/FRIDAY
05/28/2009	13:16	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
05/28/2009	13:35	ATTACHED ID FROM TCM
05/28/2009	13:38	THANK YOU FOR THE UPDATE. PLEASE CALL IN IF FURTHER ASSISTANCE IS NEEDED.
05/28/2009	13:47	ADVISED THE TECH TO UPDATE THE TICKET WITH THE TCM PART NUMBER, SOFTWARE LEVEL, MVB 40, 41 AND 54.
05/28/2009	13:49	MVB 41, 48 AND 54 NOT 41.
05/28/2009	13:56	PART#, SWV , MVB 41, 48, 54 I WILL CALL BACK WHEN PART IS INSTALLED
05/28/2009	16:18	THANK YOU FOR THE UPDATE. PLEASE CALL IN FOR FURTHER ASSISTANCE.
05/29/2009	07:37	INFO FROM NEW UNIT
05/29/2009	08:10	ADVISED THE TECH THAT I WOULD CONTACT HIM BACK AFTER TALKING TO QA.
05/29/2009	09:55	ADVISED THE TECH TO SET UP FOR TELEDIAG.
05/29/2009	11:13	FLASHING THE TCM FOR THE TECH.
05/29/2009	14:13	TEST DROVE VEHICLE 20 MILES. OPERATING AS DESIGNED BY MANUFACTUER.THANKS
05/29/2009	14:14	CLOSE
05/31/2009	20:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/31/2009	20:01	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
451982	RABBIT	2008	WVWHV71K78W [REDACTED]	19861	3885	05/12/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/12/2009	14:29	CUSTOMER CONCERN VEHICLE JERKS WHEN ACCELERATING, VERIFIED CONCERN. SET BASIC SETTING'S FOR DSG, VEHICLE WOULD DRIVE FINE FOR AWHILE THEN TRANS WOULD BUCK ON TAKEOFF. SHOULD I ORDER MECHATRONICS UNIT,BOLTS,FILTER, GASKET'S.
05/12/2009	14:29	ISSUE OPENED BY DEALERSHIP
05/12/2009	14:33	CUSTOMER COMMENTS: CUSTOMER CONCERN VEHICLE JERKS WHEN ACCELERATING, VERIFIED CONCERN. SET BASIC SETTING'S FOR DSG, VEHICLE WOULD DRIVE FINE FOR AWHILE THEN TRANS WOULD BUCK ON TAKEOFF. SHOULD I ORDER MECHATRONICS UNIT,BOLTS,FILTER, GASKET'S.
05/12/2009	14:33	GET THE READINGS IN MVB 54 AND CALL BACK.
05/12/2009	14:38	MVB 54 READOUT: J03B0095.
05/12/2009	14:40	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/12/2009	14:42	ORDERED PARTS.
05/12/2009	15:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	15:56	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452006	JETTA	2008	3VWRJ71K58M [REDACTED]	12113	3885	05/12/2009	USA

Workshop Finding

ALSO IS DOING THE SAMETHING WHEN 1ST PUTTING INTO DRIVE. MVB 54 HAS A BUILD DATE OF J11B0620. NO FAULTS FOUND IN TCM. RESET BASIC SETTINGS AND CHECKED FLUID LEVEL. ALL IS OK AT THIS TIME.

Activity Date	Activity Time	Activity Comments
05/12/2009	14:54	CAR IS JERKING WHEN PUTTING INTO REVERSE, AND STARTING TO MOVE. ALSO IS DOING THE SAMETHING WHEN 1ST PUTTING INTO DRIVE. MVB 54 HAS A BUILD DATE OF J11B0620. NO FAULTS FOUND IN TCM. RESET BASIC SETTINGS AND CHECKED FLUID LEVEL. ALL IS OK AT THIS TIME.
05/12/2009	14:54	ISSUE OPENED BY DEALERSHIP
05/12/2009	15:03	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED.
05/12/2009	15:03	CUSTOMER COMMENTS: CAR IS JERKING WHEN PUTTING INTO REVERSE, AND STARTING TO MOVE.
05/12/2009	15:03	WORKSHOP FINDINGS: ALSO IS DOING THE SAMETHING WHEN 1ST PUTTING INTO DRIVE. MVB 54 HAS A BUILD DATE OF J11B0620. NO FAULTS FOUND IN TCM. RESET BASIC SETTINGS AND CHECKED FLUID LEVEL. ALL IS OK AT THIS TIME.
05/14/2009	13:30	RELEASD CAR PARTS ON ORDER
05/14/2009	14:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	14:08	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452014	EOS	2008	WVWBA71F88V [REDACTED]	25161	3885	05/12/2009	USA

Workshop Finding

COULD NOT VERIFY ANY ABNORMAL ISSUES. WHAT CUSTOMER COMPLAINED ABOUT ON CUSTOMER ROAD TEST LOOKS TO BE NORMAL.

Activity Date	Activity Time	Activity Comments
05/12/2009	14:58	2ND TIME REPAIR. 1ST TIME IN 4/2/09 FOR A MECHANTRONICS UNIT. THE CAR LEFT AND THE CUSTOMER DROVE ABOUT 1,000 MILES, CURRENT 25,161 ON 5/12/09. THE CUSTOMER STATES THAT THE VEHICLE IS BEHAVING AND SHIFTING CONSIDERABLY BETTER, BUT STILL EXHIBITS A DELAY IN ACCELERATION. NO DTC'S, NO LEAKS, HOWEVER A "SLIGHT" HESITATION WAS VERIFIED. I WILL CALL IN TO ADVISE.
05/12/2009	14:58	ISSUE OPENED BY DEALERSHIP
05/13/2009	14:25	ADVISED TECH TO GET MVB 64 AND 90 THRU 100 THEN CALL BACK. MVB 54 IS A K.
05/13/2009	14:25	CUSTOMER COMMENTS: 2ND TIME REPAIR. 1ST TIME IN 4/2/09 FOR A MECHANTRONICS UNIT. THE CAR LEFT AND THE CUSTOMER DROVE ABOUT 1,000 MILES, CURRENT 25,161 ON 5/12/09. THE CUSTOMER STATES THAT THE VEHICLE IS BEHAVING AND SHIFTING CONSIDERABLY BETTER, BUT STILL EXHIBITS A DELAY IN ACCELERATION. NO DTC'S, NO LEAKS, HOWEVER A "SLIGHT" HESITATION WAS VERIFIED. I WILL CALL IN TO ADVISE.
05/13/2009	14:25	WORKSHOP FINDINGS: COULD NOT VERIFY ANY ABNORMAL ISSUES. WHAT CUSTOMER COMPLAINED ABOUT ON CUSTOMER ROAD TEST LOOKS TO BE NORMAL.
05/13/2009	14:26	A2 CASE ESCALATION
05/13/2009	14:34	ISSUE SENT TO DEALERSHIP
05/13/2009	14:35	PLEASE UPDATE THE VTA WITH RESULTS AND CALL BACK, THANKS!
05/13/2009	14:39	TRANSMISSION SEEMS TO BE OPERATING PROPERLY. THE "SLIGHT" HESITATION THAT I EXPERIENCED SEEMS TO BE THE SAME WITH OTHER DSG CARS THAT I TEST DROVE TO COMPARE AFTER THE CUSTOMER LEFT. I HAVE ATTACHED MVB'S TO BE EVALUATED.
05/13/2009	14:43	DRIVE THE VEHICLE WITH THE CUSTOMER AND SEE IF HE CAN DUPLICATE THE CONCERN ALSO COMPARE WITH A KNOWN GOOD VEHICLE
05/13/2009	14:44	ADVISED THE TECH TO PERFORM MANUAL BASIC SETTINGS. ENTER VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY. WITH THE VEHICLE RUNNING AND AT OPERATING TEMPERATURE HAVE A FOOT ON BRAKE WITH VEHICLE IN PARK, ENTER BASIC SETTINGS IN TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, PERFORM GARAGE SHIFT BY SHIFTING THE VEHICLE (WHILE RUNNING) FROM PARK TO DRIVE 5 TIMES AND THEN SHIFTING FROM PARK TO REVERSE 5 TIMES. ROAD TEST VEHICLE 20 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS. REEVALUATE CONCERN, CHECK FAULT MEMORY AND UPDATE VTA.
05/13/2009	16:25	I PERFORMED DSG BASIC SEETINGS AS PER TECH TIP. ROAD TESTED 16 MILES. CANNOT VERIFY CONCERN. I SUGGEST HAVING THE CUSTOMER ROAD TEST WITH ME IN HIS EOS THEN ROAD TEST IN A NEW 09 EOS TO COMPARE THE TWO.
05/13/2009	16:45	ISSUE UPDATED
05/13/2009	18:18	ISSUE SENT TO DEALERSHIP
05/19/2009	11:54	CUSTOMER TOOK DELIVERY OF THE VEHICLE. THEY DECLINED TO COMPARE TO AN 09 MODEL. WE HAVE NOT HEARD BACK FROM THE CUSTOMER REGAURDING THE CONCERN. OPERATING AS DESIGNED.
05/19/2009	16:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	16:11	ISSUE UPDATED

Consultant's Closing Comments

CUSTOMER TOOK DELIVERY OF THE VEHICLE. THEY DECLINED TO COMPARE TO AN 09 MODEL. WE HAVE NOT HEARD BACK FROM THE CUSTOMER REGAURDING THE CONCERN. OPERATING AS DESIGNED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452057	JETTA	2009	3VWRL71K59M [REDACTED]	28110	3885	05/12/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J18 AND 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
05/12/2009	15:38	CUST STATES TRANS SHIFTS HARD AT TIMES UP SHIFT OR DOWNSHIFT ALSO ON TAKE OOF LURCHES BADLY AT TIMES, WAS ABLE TO DUPLICATE CONCERN FOR HARD SHIFT AND TRANS AT TIMES WILL BANG HARD INTO NEXT GEAR ON LITE THROTTLE SHIFTS,
05/12/2009	15:38	ISSUE OPENED BY DEALERSHIP
05/12/2009	15:47	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/12/2009	15:47	CUSTOMER COMMENTS: CUST STATES TRANS SHIFTS HARD AT TIMES UP SHIFT OR DOWNSHIFT ALSO ON TAKE OOF LURCHES BADLY AT TIMES, WAS ABLE TO DUPLICATE CONCERN FOR HARD SHIFT AND TRANS AT TIMES WILL BANG HARD INTO NEXT GEAR ON LITE THROTTLE SHIFTS,
05/12/2009	15:47	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J18 AND 64 IS 0/0.
05/12/2009	15:59	ORDERED PARTS
05/12/2009	18:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	18:12	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452059	EOS	2008	WVWBA71F58V [REDACTED]	15847	3885	05/12/2009	USA

Workshop Finding

FOUND TRANS JERKS INTERM WHEN UPSHIFTING. ALSO ROLLS BACK ALOT WHEN ENGAGING GEAR. CHECKED MECH UNIT#, MVB54=J04E0571. PLEASE ADVISE FURTHER. THANKS.

Activity Date	Activity Time	Activity Comments
05/12/2009	15:40	FOUND TRANS JERKS INTERM WHEN UPSHIFTING. ALSO ROLLS BACK ALOT WHEN ENGAGING GEAR. CHECKED MECH UNIT#, MVB54=J04E0571. PLEASE ADVISE FURTHER. THANKS.
05/12/2009	15:40	ISSUE OPENED BY DEALERSHIP
05/12/2009	15:48	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/12/2009	15:48	CUSTOMER COMMENTS: SHUDDER ON TAKE OFF.
05/12/2009	15:48	WORKSHOP FINDINGS: FOUND TRANS JERKS INTERM WHEN UPSHIFTING. ALSO ROLLS BACK ALOT WHEN ENGAGING GEAR. CHECKED MECH UNIT#, MVB54=J04E0571. PLEASE ADVISE FURTHER. THANKS.
05/12/2009	16:02	PARTS ON ORDER. THANKS FOR INFO, JULIO.
05/12/2009	16:24	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	16:24	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452071	JETTA	2008	3VWRA71K08M [REDACTED]	8914	3885	05/12/2009	USA

Workshop Finding

VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
05/12/2009	15:49	DSG TRANS HARSH ENGAGEMENT FROM A STOP AND HARSH DOWN SHIFTS COMMING TO A STOP
05/12/2009	15:49	ISSUE OPENED BY DEALERSHIP
05/12/2009	15:59	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. PLEASE ORDER A MECH UNIT WITH AN X SUFFIX. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/12/2009	15:59	CUSTOMER COMMENTS: DSG TRANS HARSH ENGAGEMENT FROM A STOP AND HARSH DOWN SHIFTS COMMING TO A STOP.
05/12/2009	15:59	WORKSHOP FINDINGS: VERIFIED CONCERN.
05/12/2009	16:18	ORDERED PARTS ,RELEASED VEHICLE TO THE CUSTOMER AND NOW CLOSING THE TICKET
05/12/2009	16:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/12/2009	16:25	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452221	EOS	2008	WVWBA71F68 [REDACTED]	28215	3885	05/13/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD.

Activity Date	Activity Time	Activity Comments
05/13/2009	08:50	AT LOW SPEEDS BETWEEN 1-2 SHIFT VEHICLE INTERMITTANTLY SLAMS INTO GEAR. NO FAULT CODES FLUID LEVEL GOOD AND CLEAN
05/13/2009	08:50	ISSUE OPENED BY DEALERSHIP
05/13/2009	10:50	ADVISED THE TECH TO CHECK MVB 54, 64 AND 32 IN THE ECM.
05/13/2009	10:50	CUSTOMER COMMENTS: AT LOW SPEEDS BETWEEN 1-2 SHIFT VEHICLE INTERMITTANTLY SLAMS INTO GEAR. NO FAULT CODES FLUID LEVEL GOOD AND CLEAN
05/13/2009	10:50	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD.
05/13/2009	11:04	ATTN:GLEN FINDINGS MECHATRONIC ID-H34B0130 ADAPTATION VALUE BANK 1 SNSOR 1 IDLE .3% ADAPTATION VALUE BANK 1 SENSOR 1 PARTIA -4.3%
05/13/2009	15:52	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/20/2009	13:55	ORDERED VALVE BODY PER TECH LINE.RETURNED VEHICLE TO CUSTOMER PER TECH LINE
05/20/2009	17:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2009	17:38	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452415	RABBIT	2008	WVWKC71K48W [REDACTED]	14440	3885	05/13/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. TRANS ONLY SHUTTERS FROM A STOP. MVB 54 IS J04.

Activity Date	Activity Time	Activity Comments
05/13/2009	12:08	CUST. STATES VEHICLE JERKS WHEN ACCELERATING FROM FROM A STOP. TEST DROVE VEHICLE VERIFIED CONCERN. SET BASIC SETTING VB60 & 61 THROUGH SELF DIAGNOSIS RETESTED STILL JERKS. PRODUCTION CODE VB#54 J04J0477
05/13/2009	12:08	ISSUE OPENED BY DEALERSHIP
05/13/2009	12:14	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/13/2009	12:14	CUSTOMER COMMENTS: CUST. STATES VEHICLE JERKS WHEN ACCELERATING FROM FROM A STOP. TEST DROVE VEHICLE VERIFIED CONCERN. SET BASIC SETTING VB60 & 61 THROUGH SELF DIAGNOSIS RETESTED STILL JERKS. PRODUCTION CODE VB#54 J04J0477
05/13/2009	12:14	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. TRANS ONLY SHUTTERS FROM A STOP. MVB 54 IS J04.
05/13/2009	12:16	PARTS ORDERED VEHICLE RELEASED
05/13/2009	18:52	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/13/2009	18:52	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452434	RABBIT	2008	WVWFV71KX8W [REDACTED]	18383	3885	05/13/2009	USA

Workshop Finding

NO FAULTS, FLUID LEVEL AND CONDITION; BASIC SETTINGS NO EFFECT

Activity Date	Activity Time	Activity Comments
05/13/2009	12:24	CAR HESISTATE FROM STOP, MECHATRONICS? MVB 54 - H36E0620
05/13/2009	12:24	ISSUE OPENED BY DEALERSHIP
05/13/2009	12:28	CUSTOMER COMMENTS: CAR HESISTATE FROM STOP, MECHATRONICS? MVB 54 - H36E0620
05/13/2009	12:28	PLEASE BE SURE TO INSPECT THE FLUID CONDITION WITH THE MECH COVER REMOVED AS WELL.
05/13/2009	12:28	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS. PLEASE NOTE, THE MECH MAY BE DELAYED IN SHIPPING DUE TO OPRDER STATUS AND AVAILABILTY, VEHICLE CAN BE DRIVEN AND CONCERN IS NON DETRIMENTAL TO THE TRANSMISSION
05/13/2009	12:28	WORKSHOP FINDINGS: NO FAULTS, FLUID LEVEL AND CONDITION; BASIC SETTINGS NO EFFECT
05/13/2009	12:34	SOP TRONICS UNIT AND INSTALL
05/13/2009	14:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/13/2009	14:18	ISSUE UPDATED

Consultant's Closing Comments

PLEASE BE SURE TO INSPECT THE FLUID CONDITION WITH THE MECH COVER REMOVED AS WELL.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452494	EOS	2008	WVWBA71F58V [REDACTED]	21200	3885	05/13/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/13/2009	13:21	DSG TRANS LURCHING ON/OFF ON/OFF ENGAGEMENT UNDER LIGHT THROTTLE. NO FAULTS, PERFORMED TB PERTAINING TO THIS SYMPTOM, INSPECTED HARNESS/WIRE INTEGRITY, GOOD. ALL CONNECTIONS GOOD & DRY. TB SUGGESTED REPLACING G182 RPM SENSOR. REPLACED.. NO IMPROVEMENT..
05/13/2009	13:21	ISSUE OPENED BY DEALERSHIP
05/13/2009	14:12	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND MECH UNIT BOLTS.
05/13/2009	14:12	CUSTOMER COMMENTS: DSG TRANS LURCHING ON/OFF ON/OFF ENGAGEMENT UNDER LIGHT THROTTLE. NO FAULTS, PERFORMED TB PERTAINING TO THIS SYMPTOM, INSPECTED HARNESS/WIRE INTEGRITY, GOOD. ALL CONNECTIONS GOOD & DRY. TB SUGGESTED REPLACING G182 RPM SENSOR. REPLACED.. NO IMPROVEMENT..
05/13/2009	14:12	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/20/2009	14:37	P1 SPOKE TO JEFF IN VW SERVICE VEHICLE STILL HOLDING FOR BACKORDERED PART.
05/21/2009	09:30	PART ON BACK ORDER, WILL REOPEN WITH NEW TICKET AFTER REPAIR IS COMPLETED IF NECESSARY
05/21/2009	10:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	10:43	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452500	JETTA	2009	3VWRJ71K19M [REDACTED]	4715	3735	05/13/2009	USA

Workshop Finding

I HAVE THE ABOVE FAULTS IN THE SYSTEMS. THE TEST PLAN ONLY CHECKED THE IGNITION SWITCH AND STATED IT WAS GOOD. THEN ERASED THE FAULTS. BUT THE FAULTS RETURNED. I PULLED THE STEERING COLUMN COVERS LOOSE AND LOOKED AT WIRING TO IGNITION SWITCH AND TO CONTROL UNIT AT TOP OF STEERING COLUMN. WIRING LOOKS GOOD. I ALSO HAVE CHECKED ALL SA AND SB FUSES THEY ARE GOOD. I ALSO CHECKED FOR FUEL AND FUEL PUMP OPERATION IT IS GOOD.

Activity Date	Activity Time	Activity Comments
05/13/2009	13:27	CUSTOMER STATES VEHICLE CRANKS BUT WILL NOT START. I HAVE THE ABOVE FAULTS IN THE SYSTEMS. THE TEST PLAN ONLY CHECKED THE IGNITION SWITCH AND STATED IT WAS GOOD. THEN ERASED THE FAULTS. BUT THE FAULTS RETURNED. I PULLED THE STEERING COLUMN COVERS LOOSE AND LOOKED AT WIRING TO IGNITION SWITCH AND TO CONTROL UNIT AT TOP OF STEERING COLUMN. WIRING LOOKS GOOD. I ALSO HAVE CHECKED ALL SA AND SB FUSES THEY ARE GOOD. I ALSO CHECKED FOR FUEL AND FUEL PUMP OPERATION IT IS GOOD.
05/13/2009	13:27	ISSUE OPENED BY DEALERSHIP
05/13/2009	13:36	ADVISED THE TECH TO REPLACE THE IGNITION SWITCH AND RETEST
05/13/2009	13:36	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE CRANKS BUT WILL NOT START.
05/13/2009	13:36	WORKSHOP FINDINGS: I HAVE THE ABOVE FAULTS IN THE SYSTEMS. THE TEST PLAN ONLY CHECKED THE IGNITION SWITCH AND STATED IT WAS GOOD. THEN ERASED THE FAULTS. BUT THE FAULTS RETURNED. I PULLED THE STEERING COLUMN COVERS LOOSE AND LOOKED AT WIRING TO IGNITION SWITCH AND TO CONTROL UNIT AT TOP OF STEERING COLUMN. WIRING LOOKS GOOD. I ALSO HAVE CHECKED ALL SA AND SB FUSES THEY ARE GOOD. I ALSO CHECKED FOR FUEL AND FUEL PUMP OPERATION IT IS GOOD.
05/13/2009	13:54	I INSTALLED A NEW IGNITION SWITCH AND NOW THE IGNITION SWITCH FAULTS WILL ERASE AND STAY GONE. BUT VEHICLE STILL WILL NOT START AND THE FAULTS IN ECM, TCM AND ABS WILL NOT ERASE.
05/13/2009	14:07	NEED TO CHECK FOR FUEL PRESSURE, SPARK AND COMPRESSION
05/13/2009	14:33	NEED TO MAKE SURE THE TOP SEAL IS ADJUSTED CORRECT THAT THE WINDOW HITS THE CENTER OF THE SEAL(THE TECH STATED HE HAS REPLACE THIS SEAL) IF THIS DOES NOT WORK CONTACT US BACK
05/13/2009	16:03	ADVISED TECH WE NEED TO MAKE SURE WE HAVE 5 VOLT REFERENCE TO G247, G40, G31, G83, G62. WHICH EVER ONE IS EASIEST TO GET TO. MAY HAVE A CONCERN WHERE ONE OF THESE IS PULLING DOWN 5V REFERENCE FOR THE OTHERS. WE SHOULD LOOK AT KOEO. IF NOTHING LET'S TRY ENGINE CRANKING TO SEE IF WE HAVE IT. IF WE FIND VOLTAGE IS PULLED DOWN WE NEED TO START UNPLUGGING THESE THINGS ONE AT A TIME TO SEE IF WE CAN FIND THE ONE WHICH MAY BE PULLING DOWN THE REST.
05/13/2009	16:59	I ADVISED THE TECH SINCE THE REFERENCE VOLTAGE IS PRESENT UNDER BOTH CIRCUMSTANCES TO REPLACE THE ECM
05/15/2009	15:07	I REPLACED THE ECU AND STILL HAVE THE SAME PROBLEM AND FAULTS.
05/15/2009	15:27	TECH STATES HAVE 5V AT G40.
05/15/2009	15:30	PARTS REPLACED IGNITION SWITCH AND ECM WITH NO CHANGE.
05/15/2009	15:42	PLEASE CHECK 5V REF AT G70/4, T94/12, 82, 81; T60/27, T60/29, T60/12.
05/15/2009	15:44	CHECK 12V AT ECM PIN T94/87, CHECK POWER AND GROUND AT ECM USING WD 174/7.
05/16/2009	08:36	I PERFORMED THE WIRING CHECKS AND HAD PROPER VOLTAGES AT ALL PINS. BUT I DID FIND THAT ON G247 THE SENSOR SIDE THAT PINS 1 AND 3 ONLY HAD 1 OHM BETWEEN THEM CAUSING THE FAULT. WHEN I REPLACED THE SENSOR THE FAULT WENT TO SPORATIC AND THE VEHICLE WOULD START. I STILL HAVE A HARD FAULT IN THE TCM THAT WILL NOT GO AWAY AND THE PRNDS FLASHES. I ALSO HAVE FOUND OUT NOW THAT I DO NOT HAVE A REVERSE ALTHOUGHT THE REVERSE LIGHTS DO COME ON.
05/16/2009	08:49	ADVISE TECH TO REPLACE MECHATRONICS , FLUID FILTER, AND BOLT . MVB 54 = J22
05/20/2009	13:25	CONTACTED DEALERSHIP AND WAS TRANSFERRED TO SHELLY'S VOICEMAIL. WILL RETURN PHONE CALL LATER.
05/20/2009	15:58	SPOKE TO MIKE IN SERVICE. VEHICLE IS STILL AT DEALERSHIP AND IS WAITING FOR A BACK ORDER MECHATRONIC TO ARRIVE; P1.
05/26/2009	15:42	I REPLACED THE MECHANITRONICS UNIT AND SET THE BASIC SETTINGS NOW THE VEHICLE IS ACTING CORRECTLY AND NO MORE FAULTS. THANKS FOR THE HELP.

05/26/2009	17:38	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	17:38	ISSUE UPDATED

Consultant's Closing Comments

<p>I REPLACED THE MECHANITRONICS UNIT AND SET THE BASIC SETTINGS NOW THE VEHICLE IS ACTING CORRECTLY AND NO MORE FAULTS. THANKS FOR THE HELP.</p>

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452666	RABBIT	2008	WVWHD71K78W [REDACTED]	15097	3885	05/13/2009	USA

Workshop Finding

ROAD TESTED CAR LURCHES AND SLAMS GEAR FROM STOPS.. GFF NO CODES IN GEARBOX.. CHECKED MVB 54 SEE ATTACHED DOC..
PERFORMED VSD MANUAL BASIC SETTINGS ON DSG AND ROAD TESTED AFTERWARDS NOW SPORADIC LURCHING ONLY DOES EVRY ONCE AND A WHILE. MVB 54 IS J07

Activity Date	Activity Time	Activity Comments
05/13/2009	16:02	CUSTOMER COMPLAINT OF LURCHING AT START.. ROAD TESTED CAR LURCHES AND SLAMS GEAR FROM STOPS.. GFF NO CODES IN GEARBOX.. CHECKED MVB 54 SEE ATTACHED DOC.. PERFORMED VSD MANUAL BASIC SETTINGS ON DSG AND ROAD TESTED AFTERWARDS NOW SPORADIC LURCHING ONLY DOES EVRY ONCE AND A WHILE..
05/13/2009	16:02	ISSUE OPENED BY DEALERSHIP
05/13/2009	16:10	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID, PLEASE ORDER A MECH UNIT WITH AN X SUFFIX PART NUMBER,PERFORM MANUAL BASIC SETTINGS. WHEN PARTS ARE ORDERED PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA.
05/13/2009	16:10	CUSTOMER COMMENTS: CUSTOMER COMPLAINT OF LURCHING AT START.
05/13/2009	16:10	WORKSHOP FINDINGS: ROAD TESTED CAR LURCHES AND SLAMS GEAR FROM STOPS.. GFF NO CODES IN GEARBOX.. CHECKED MVB 54 SEE ATTACHED DOC.. PERFORMED VSD MANUAL BASIC SETTINGS ON DSG AND ROAD TESTED AFTERWARDS NOW SPORADIC LURCHING ONLY DOES EVRY ONCE AND A WHILE. MVB 54 IS J07
05/13/2009	16:27	PARTS ORDERED THANKS
05/13/2009	16:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/13/2009	16:34	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452692	EOS	2009	WVWBA71F09V [REDACTED]	8524	3885	05/13/2009	USA

Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
05/13/2009	16:20	CUSTOMER STATES FROM STANDING STILL WHEN ACCELERATING TRANS JUMPS INTO GEAR WITH A SLIGHT BANG CHARACTERISTIC OF A BAD MEGATRONIC UNIT PERFORMED GFF NO FAULTS FOUND
05/13/2009	16:20	ISSUE OPENED BY DEALERSHIP
05/13/2009	16:27	CUSTOMER COMMENTS: CUSTOMER STATES FROM STANDING STILL WHEN ACCELERATING TRANS JUMPS INTO GEAR WITH A SLIGHT BANG CHARACTERISTIC OF A BAD MEGATRONIC UNIT PERFORMED GFF NO FAULTS FOUND
05/13/2009	16:27	GET MVB 54
05/13/2009	16:27	WORKSHOP FINDINGS: JERKS WHILE DRIVING
05/13/2009	16:28	REPLACE MECHTROINCS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS
05/14/2009	08:26	ORDER MECHTROINCS FLUID AND FILTER AS PER TECH LINE.RELEAS THE CAR
05/14/2009	12:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	12:08	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHTROINCS FLUID AND FILTER SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452781	JETTA	2009	3VWTL71K69M [REDACTED]	2000	3490	05/13/2009	USA

Workshop Finding

MVB 10/4. MVB 54=J39. TCM 02E 300052 1914

Activity Date	Activity Time	Activity Comments
05/13/2009	19:47	ISSUE OPENED BY DEALERSHIP
05/13/2009	19:47	NO DTC'S IN ANY SYSTEM. CUSTOMER SAYS ONE TIME HE CAME TO A STOP AND THE SHIFT IND. STARTED TO FLASH AND CAR WOULD NOT MOVE. MY QUESTION IS THIS A KNOWN ISSUE?
05/13/2009	19:53	CUSTOMER COMMENTS: NO DTC'S IN ANY SYSTEM. CUSTOMER SAYS ONE TIME HE CAME TO A STOP AND THE SHIFT IND. STARTED TO FLASH AND CAR WOULD NOT MOVE. MY QUESTION IS THIS A KNOWN ISSUE?
05/13/2009	19:53	HOT SOAK THE VEHICLE, ROAD TEST 20 MILES RETEST MVB 64 AND CHECK FOR CONCERN
05/13/2009	19:53	WORKSHOP FINDINGS: MVB 10/4. MVB 54=J39. TCM 02E 300052 1914
05/14/2009	13:35	ISSUE UPDATED
05/14/2009	13:35	REPLACE THE G509 AND RETEST
05/20/2009	13:11	SPOKE TO GREGG - AWAITING TRANSMISSION TEMPERATURE SENSOR ON BACK ORDER.
05/20/2009	14:07	WAITING FOR CAR TO RETURN. WILL REOPEN TICKET AT THAT TIME.
05/20/2009	15:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2009	15:57	ISSUE UPDATED

Consultant's Closing Comments

WAITING FOR CAR TO RETURN. WILL REOPEN TICKET AT THAT TIME.
WARRANTY RELEASE WILL NEED TO BE SENT CJG

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452799	JETTA	2009	3VWRJ71K19M [REDACTED]	6790	3885	05/14/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD. MVB 54 IS J21 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
05/14/2009	08:15	ISSUE OPENED BY DEALERSHIP
05/14/2009	08:15	TRANSMISSION IS JERKING ON TAKE OFF.NO DTCS,BASIC SET,FLUID OK.
05/14/2009	09:34	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/14/2009	09:34	CUSTOMER COMMENTS: TRANSMISSION IS JERKING ON TAKE OFF.NO DTCS,BASIC SET,FLUID OK.
05/14/2009	09:34	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD. MVB 54 IS J21 AND MVB 64 IS 0/0.
05/14/2009	09:50	PARTS ORDERED
05/15/2009	00:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	00:18	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452836	JETTA	2009	3VWCL71K09M [REDACTED]	9738	3885	05/14/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/14/2009	09:03	CUST STATES WHENVEHICLE IS COLD AND PUT INTO REVERSE IT SHIFTS HARD INTO IT ALSO WHEN ACCEL WHEN COLD ITS SLUGGISH AND SHIFTS OVER 2000 TRIED TO DUPLICATE CUST CONCERN AFTER PERFORMING MAINTENANCE AND IT FELT NORMAL SHIFTING PATTERN LET VEH SIT OVERNIGHT RECHECKED COLD AND IT FELT LIKE IT HAD A SLIGHT DELAY BUT NOT BANGING OR SHIFTEING HARD INTO ANY GEARS GFF SHOWS NO FAULTS IN ANY MODULE
05/14/2009	09:03	ISSUE OPENED BY DEALERSHIP
05/14/2009	09:15	CUSTOMER COMMENTS: CUST STATES WHEN VEHICLE IS COLD AND PUT INTO REVERSE IT SHIFTS HARD INTO IT ALSO WHEN ACCEL WHEN COLD ITS SLUGGISH AND SHIFTS OVER 2000 TRIED TO DUPLICATE CUST CONCERN AFTER PERFORMING MAINTENANCE AND IT FELT NORMAL SHIFTING PATTERN LET VEH SIT OVERNIGHT RECHECKED COLD AND IT FELT LIKE IT HAD A SLIGHT DELAY BUT NOT BANGING OR SHIFTEING HARD INTO ANY GEARS GFF SHOWS NO FAULTS IN ANY MODULE
05/14/2009	09:15	MVB 54 H49. ADVISED TO REPLACE MECHANTRONICS UNIT, FLUID, FILTER AND BOLTS.
05/14/2009	09:31	ORDERED PARTS AT THIS TIME THE VEH IS SHIFTING NORMALLY
05/14/2009	10:18	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	10:18	ISSUE UPDATED

Consultant's Closing Comments

D1 ADVISED TO REPLACE MECHANTRONICS UNIT, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452854	JETTA	2008	3VWRA71K18M [REDACTED]	16332	3885	05/14/2009	USA

Workshop Finding
JERKS

Activity Date	Activity Time	Activity Comments
05/14/2009	09:27	CUSTOMER STATES VEHICLE IS BUCKING WHEN DOWNSHIFTING INTO 1ST GEAR WHEN SLOWING DOWN. ROAD TESTED AND VERIFIED CONCERN. MECHATRONICS NUMBER IS J07F0143. IS THIS AN AFFECTED UNIT?
05/14/2009	09:27	ISSUE OPENED BY DEALERSHIP
05/14/2009	09:29	ADVISE TECH TO REPLACE MECHATROINCS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
05/14/2009	09:29	CUSTOMER COMMENTS: CUSTOMER STATES VEHICLE IS BUCKING WHEN DOWNSHIFTING INTO 1ST GEAR WHEN SLOWING DOWN. ROAD TESTED AND VERIFIED CONCERN. MECHATRONICS NUMBER IS J07F0143. IS THIS AN AFFECTED UNIT?
05/14/2009	09:29	WORKSHOP FINDINGS: JERKS
05/14/2009	09:37	ORDERED ALL PARTS FOR VEHICLE
05/14/2009	11:49	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	11:49	ISSUE UPDATED

Consultant's Closing Comments
ADVISE TECH TO REPLACE MECHATROINCS FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452861	EOS	2008	WVWFA71F08V [REDACTED]	16996	3885	05/14/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H40.

Activity Date	Activity Time	Activity Comments
05/14/2009	09:37	CUST. STATES BAD HESITATION UPON PULLING AWAY FROM STOP AND SOMETIMES WILL ALMOST STALL ENGINE AND TRANS WILL SLAM WHEN ENGAGING. ALSO RPM WILL JERK UP/DOWN WHEN AT SLOW SPEED AND VERY LIGHT THROTTLE. VERIFIED CUST. CONCERNS. PERFORMED BASIC SETTING 60 AND 61. NO CHANGE IN OPERATION. NO FAULTS STORED. NEED A GREEN LIGHT TO ORDER MECHA-TRONICS.
05/14/2009	09:37	ISSUE OPENED BY DEALERSHIP
05/14/2009	09:43	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/14/2009	09:43	CUSTOMER COMMENTS: CUST. STATES BAD HESITATION UPON PULLING AWAY FROM STOP AND SOMETIMES WILL ALMOST STALL ENGINE AND TRANS WILL SLAM WHEN ENGAGING. ALSO RPM WILL JERK UP/DOWN WHEN AT SLOW SPEED AND VERY LIGHT THROTTLE. VERIFIED CUST. CONCERNS. PERFORMED BASIC SETTING 60 AND 61. NO CHANGE IN OPERATION. NO FAULTS STORED. NEED A GREEN LIGHT TO ORDER MECHA-TRONICS.
05/14/2009	09:43	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H40.
05/14/2009	09:45	ORDERED PARTS FOR REPAIR. THANK YOU.
05/15/2009	00:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	00:08	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452938	EOS	2008	WVWBA71F38V [REDACTED]	12109	3885	05/14/2009	USA

Workshop Finding

NO FAULTS, BASIC SETTINGS NO EFFECT. MVB J15

Activity Date	Activity Time	Activity Comments
05/14/2009	10:49	I HAVE A 2008 EOS WITH A DSG THAT HAS A HARD SHIFT COMPLAINT. WHEN ACCELERATING FROM A STANDSTILL, THE VEHICLE BUCKS LIKE A STANDARD. IT DOES THIS IN FORWARD AND REVERSE.
05/14/2009	10:49	ISSUE OPENED BY DEALERSHIP
05/14/2009	10:57	CUSTOMER COMMENTS: I HAVE A 2008 EOS WITH A DSG THAT HAS A HARD SHIFT COMPLAINT. WHEN ACCELERATING FROM A STANDSTILL, THE VEHICLE BUCKS LIKE A STANDARD. IT DOES THIS IN FORWARD AND REVERSE.
05/14/2009	10:57	REPLACE THE MECH, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST FOR ISSUE
05/14/2009	10:57	WORKSHOP FINDINGS: NO FAULTS, BASIC SETTINGS NO EFFECT. MVB J15
05/14/2009	11:06	CUSTOMER IS TAKING THE VEHICLE FOR NOW.
05/14/2009	11:33	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	11:33	ISSUE UPDATED

Consultant's Closing Comments

REPLACE THE MECH, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST FOR ISSUE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452959	JETTA	2009	3VWCL71K99M [REDACTED]	19856	3885	05/14/2009	USA

Workshop Finding

PERFORMED ADAPTION TO 61 AND 60 PER TECH TIP (AND ROAD TESTED), JERKING INTO FIRST STILL PRESENT. MVB 54 J09XXXXX MVB 64 IS 0 AND 0.

Activity Date	Activity Time	Activity Comments
05/14/2009	11:20	CUSTOMER STATES JERKING INTO FIRST AND FEELS LIKE IT WILL STALL WHEN COMING TO A STOP. TECH: PERFORMED ADAPTION TO 61 AND 60 PER TECH TIP (AND ROAD TESTED), JERKING INTO FIRST STILL PRESENT. MVB 54 J09XXXXX MVB 64 IS 0 AND 0.
05/14/2009	11:20	ISSUE OPENED BY DEALERSHIP
05/14/2009	11:26	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE TO CUSTOMER AND CLOSE TICKET.
05/14/2009	11:26	CUSTOMER COMMENTS: CUSTOMER STATES JERKING INTO FIRST AND FEELS LIKE IT WILL STALL WHEN COMING TO A STOP. TECH:
05/14/2009	11:26	WORKSHOP FINDINGS: PERFORMED ADAPTION TO 61 AND 60 PER TECH TIP (AND ROAD TESTED), JERKING INTO FIRST STILL PRESENT. MVB 54 J09XXXXX MVB 64 IS 0 AND 0.
05/14/2009	11:29	PARTS ORDERED, THANKS
05/14/2009	11:37	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	11:37	ISSUE UPDATED

Consultant's Closing Comments

D1 PARTS ORDERED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
452982	RABBIT	2008	WVWKC71K98W [REDACTED]	19287	3885	05/14/2009	USA

Workshop Finding

TEST DROVE FELT CONCERN SAME PROBLEM IN DECEMBER. WAS IN STRUCTED TO REPLACE MULTI-PALTE CLUTCH CONCERN WAS FIXED SINCE DECEMBER. RAN BASIC SETTINS AS PER TECH TIP 37-09-03. CONCERN STILL OCCURING.

Activity Date	Activity Time	Activity Comments
05/14/2009	11:47	C/S VEHICLES LURCHES FORWARD WHEN STOPPED IN TRAFIIC AFTER RELEASING BRAKE PEDAL. WORSE AFTER VEHICLE HAS BEEN DRIVEN FOR AWHILE. TEST DROVE FELT CONCERN SAME PROBLEM IN DECEMBER. WAS IN STRUCTED TO REPLACE MULTI-PALTE CLUTCH CONCERN WAS FIXED SINCE DECEMBER. RAN BASIC SETTINS AS PER TECH TIP 37-09-03. CONCERN STILL OCCURING.
05/14/2009	11:47	ISSUE OPENED BY DEALERSHIP
05/14/2009	13:12	ADVISED TO RUN 71 CHECK FOR NOSIE AT TANK IF O/K REMOVE LINE FROM CANISTER TO FILLER NECK AND REPORT FINDINGS NECESSARY TO REMOVE EXHAUST AND SHIELD
05/14/2009	13:12	CUSTOMER COMMENTS: C/S VEHICLES LURCHES FORWARD WHEN STOPPED IN TRAFIIC AFTER RELEASING BRAKE PEDAL. WORSE AFTER VEHICLE HAS BEEN DRIVEN FOR AWHILE.
05/14/2009	13:12	WORKSHOP FINDINGS: TEST DROVE FELT CONCERN SAME PROBLEM IN DECEMBER. WAS IN STRUCTED TO REPLACE MULTI-PALTE CLUTCH CONCERN WAS FIXED SINCE DECEMBER. RAN BASIC SETTINS AS PER TECH TIP 37-09-03. CONCERN STILL OCCURING.
05/14/2009	14:54	RAN 71 NO NOISE FROM TANK, CHECKED LINE FROM FILLER NECK TO CANNISTER NO FUEL FOUND.
05/14/2009	14:58	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. PERFORM BASIC SETTINGS AND RETEST
05/14/2009	15:13	ORDERED PARTS AS INSTRUCTED. WILL INSTALL WHEN PARTS ARRIVE. THANKS!
05/14/2009	15:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	15:43	ISSUE UPDATED

Consultant's Closing Comments

ORDERED PARTS AS INSTRUCTED. WILL INSTALL WHEN PARTS ARRIVE. THANKS!

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453014	JETTA	2008	3VWRA71K98M	18302	3885	05/14/2009	USA

Workshop Finding

NO CODES RAN BASIC SETTING IN MVB 61 AND 60 DROVE 20 MILES NO HELP, MVB 54 J14

Activity Date	Activity Time	Activity Comments
05/14/2009	12:20	ISSUE OPENED BY DEALERSHIP
05/14/2009	12:20	TRANS HASS DELAYED ENGAGEMENT AND SHUDDER ON TAKE OFF NO CODES RAN BASIC SETTING IN MVB 61 AND 60 DROVE 20 MILES NO HELP
05/14/2009	12:27	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/14/2009	12:27	CUSTOMER COMMENTS: TRANS HASS DELAYED ENGAGEMENT AND SHUDDER ON TAKE OFF.
05/14/2009	12:27	WORKSHOP FINDINGS: NO CODES RAN BASIC SETTING IN MVB 61 AND 60 DROVE 20 MILES NO HELP, MVB 54 J14
05/15/2009	16:10	PARTS ORDERED RETURNED CAR TO CUST WILL OPEN VTA IF NEEDED
05/18/2009	07:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	07:39	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453019	JETTA	2008	3VWRA71K18M [REDACTED]	20580	3885	05/14/2009	USA

Workshop Finding

VEHICLE MAKES NOISE AND LURCHES

Activity Date	Activity Time	Activity Comments
05/14/2009	12:26	CUST STATES WHEN VEHICLE IS PUT INTO GEAR VEHICLE MAKES NOISE AND LURCHES. NO DTC'S PRESENT WAS ABLE TO DUPLICATE ONCE
05/14/2009	12:26	ISSUE OPENED BY DEALERSHIP
05/14/2009	12:30	CUSTOMER COMMENTS: CUST STATES WHEN VEHICLE IS PUT INTO GEAR VEHICLE MAKES NOISE AND LURCHES. NO DTC'S PRESENT WAS ABLE TO DUPLICATE ONCE
05/14/2009	12:30	PLEASE GET MVB 54 IN 02 J13
05/14/2009	12:30	WORKSHOP FINDINGS: VEHICLE MAKES NOISE AND LURCHES
05/14/2009	12:31	ADVISE TECH TO REPLACE MECHTRONICS, FLUID & FILTER AND SET BASIC SETTING AFTER REPAIR
05/14/2009	12:34	THANKS MARK YOUR THE BEST
05/14/2009	14:48	PLEASE CLOSE CASE REOPEN IF MECH DOESN'T FIX
05/19/2009	17:11	SORRY I HIT THE WRONG BUTTON
05/22/2009	12:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/22/2009	12:35	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECHATRONIC UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453031	JETTA	2008	3VWRJ71K98M [REDACTED]	14116	3885	05/14/2009	USA

Workshop Finding

CUST SAID TRANS SHUTTERS WHEN STARTING OUT AND DROPS IN TO NETURL

Activity Date	Activity Time	Activity Comments
05/14/2009	12:36	CUST SAID TRANS SHUTTERS WHEN STARTING OUT AND DROPS IN TO NETURL. TEST DROVE CAR SHUTTER WHEN STARTING OUT AND JERKED SOME. RAN GFF NO FAULT IN TRANS. THIS IS A DSG NO LEAKS FOUND AND TRANS FLUID IS FULL AND A GOOD COLOR. DOESNT SMELL BURNT.
05/14/2009	12:36	ISSUE OPENED BY DEALERSHIP
05/14/2009	12:41	ADVIS ETECH TO REPALC EMECHATROINCS FLUID AND FILTER ALSO SET BASIC SETTING AFTER REPAIRS ARE COMPLETED
05/14/2009	12:41	CUSTOMER COMMENTS: CUST SAID TRANS SHUTTERS WHEN STARTING OUT AND DROPS IN TO NETURL. TEST DROVE CAR SHUTTER WHEN STARTING OUT AND JERKED SOME. RAN GFF NO FAULT IN TRANS. THIS IS A DSG NO LEAKS FOUND AND TRANS FLUID IS FULL AND A GOOD COLOR. DOESNT SMELL BURNT.
05/14/2009	12:41	PLEASE GET MVB 54 IN 02
05/14/2009	12:41	WORKSHOP FINDINGS: CUST SAID TRANS SHUTTERS WHEN STARTING OUT AND DROPS IN TO NETURL
05/14/2009	15:14	ORDERED PARTS ON BACK ORDER.
05/14/2009	16:16	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	16:16	ISSUE UPDATED

Consultant's Closing Comments

ADVIS ETECH TO REPALC EMECHATROINCS FLUID AND FILTER ALSO SET BASIC SETTING AFTER REPAIRS ARE COMPLETED

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453056	JETTA	2009	3VWCL81K89M [REDACTED]	18733	3885	05/14/2009	USA

Workshop Finding
VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
05/14/2009	13:14	ISSUE OPENED BY DEALERSHIP
05/14/2009	13:22	ADVISED TECH TO UPDATE VTA WITH MVB 54 IN TCM AND ALSO SEE IF CONCERN HAPPENS IN REVERSE. CALL BACK WITH RESULTS.
05/14/2009	13:22	CUSTOMER COMMENTS: SHUDDER INTO GEAR.
05/14/2009	13:22	WORKSHOP FINDINGS: VERIFIED CONCERN.
05/14/2009	13:30	HESATATION AT STOP LIGHTS. VERIFIED BY MANAGER.
05/14/2009	13:37	ADVISED THE TECH TO UPDATE THE TICKET WITH MVB 54.
05/14/2009	13:42	VALUE BLOCK 54
05/14/2009	13:46	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER , AND BOLTS. PERFORM BASIC SETTINGS.
05/14/2009	13:53	PARTS ON ORDER
05/14/2009	16:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	16:54	ISSUE UPDATED
05/14/2009	16:54	MVB 54 J14

Consultant's Closing Comments
TECH TO REPLACE MECH UNIT, COMPLETED. VTA WAS BLANK. TECH HAD NOT TYPED ANYTHING INTO VTA.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453089	RABBIT	2008	WVWHV71K08W [REDACTED]	17439	3885	05/14/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H37.

Activity Date	Activity Time	Activity Comments
05/14/2009	13:42	CUSTOMER COMPLAINT IS THAT UNDER 5 MPH, THE CAR SURGES UNTIL AFTER 8-9 MPH. VERIFIED THAT AT VERY LIGHT THROTTLE THE CAR SURGES LIKE CLUTCH IS ENGAGING AND DIS-ENGAGING. ALMOST FEELS LIKE IT MIGHT BE NORMAL. WAS ONLY ABLE TO COMPARE TO A 09 GTI AND THAT CAR DOES NOT SURGE.
05/14/2009	13:42	ISSUE OPENED BY DEALERSHIP
05/14/2009	13:52	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/14/2009	13:52	CUSTOMER COMMENTS: CUSTOMER COMPLAINT IS THAT UNDER 5 MPH, THE CAR SURGES UNTIL AFTER 8-9 MPH. VERIFIED THAT AT VERY LIGHT THROTTLE THE CAR SURGES LIKE CLUTCH IS ENGAGING AND DIS-ENGAGING. ALMOST FEELS LIKE IT MIGHT BE NORMAL. WAS ONLY ABLE TO COMPARE TO A 09 GTI AND THAT CAR DOES NOT SURGE.
05/14/2009	13:52	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H37.
05/14/2009	14:57	ORDERED ALL PARTS AS REQUESTED.
05/14/2009	23:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	23:58	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453167	JETTA	2009	3VWCL71K99M [REDACTED]	11805	3885	05/14/2009	USA

Workshop Finding

ON DEACCELERATION CAR SURGES AND TACH NEEDLE BOUNCES WITH SURGE. MOST NOTICEABLE DOWN STEEP HILLS

Activity Date	Activity Time	Activity Comments
05/14/2009	14:52	CLOSED VTA EARLIER TODAY,SAME PROBLEM SINCE FUEL FILTER REPLACEMENT. ON DEACCELERATION CAR SURGES AND TACH NEEDLE BOUNCES WITH SURGE. MOST NOTICEABLE DOWN STEEP HILLS
05/14/2009	14:52	ISSUE OPENED BY DEALERSHIP
05/14/2009	15:01	ADVISED TO CK ALL TIRE SIZES AND DISCONNECT ABS ROAD TEST VEHICLE AND SEE IF CONDITION STILL PRESENT. UPDATE WITH RESULTS.
05/14/2009	15:01	CUSTOMER COMMENTS: CLOSED VTA EARLIER TODAY,SAME PROBLEM SINCE FUEL FILTER REPLACEMENT.
05/14/2009	15:01	WORKSHOP FINDINGS: ON DEACCELERATION CAR SURGES AND TACH NEEDLE BOUNCES WITH SURGE. MOST NOTICEABLE DOWN STEEP HILLS
05/14/2009	15:26	ALL TIRES AT 7/32" AND CORRECT SIZE. WITH ABS MODULE DISCONNECTED SAME SURGE.
05/14/2009	15:29	TRANSFERED TO BT V-MAIL.
05/14/2009	16:59	CALLED DEALER LEFT MESSAGE WITH JANIS.
05/14/2009	16:59	PLEASE CHECK FUEL RAIL PRESSURE IN MVB 19 WHEN THE PROBLEM OCCURS, TRY DISCONNECTING MAF AND EGR ONE AT A TIME AND SEE IF THERE IS ANY CHANGE.
05/15/2009	09:14	MVB 19 @400.0BAR ON DEACCELERATION. NO CHANGE WITH MAF OR EGR DISCONNECTED
05/15/2009	09:18	TRANSFERRED TO BT'S VOICEMAIL.
05/15/2009	09:33	PLEASE CHECK MVB 54 IN TRANSMISSION ELECTRONICS.
05/15/2009	09:33	TECH STATES ON TAKE OFF FROM A DEAD STOP CAN FEEL A DOUBLE BUMP.
05/15/2009	09:39	MVB 54: J10A0414
05/15/2009	09:44	PLEASE ORDER A MECHATRONIC UNIT, NEW FLUID AND BOLTS, FOR THE VEHICLE, PLEASE ORDER PARTS CAR UP.
05/15/2009	09:56	PARTS ON RED ORDER
05/15/2009	13:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	13:53	ISSUE UPDATED

Consultant's Closing Comments

MECHATRONIC UNIT ORDERED CAR UP

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453180	JETTA	2008	3VWRJ71K88M [REDACTED]	26861	3885	05/14/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/14/2009	15:03	ISSUE OPENED BY DEALERSHIP
05/14/2009	15:03	VEHICLE STUDDERS INTO FIRST AND SECOND GEAR JOLTING. CHECKED SERVICE BULLETINS AND FLUID LEVEL AND CONDITION AND FOR FLUID TO BE OK AND NO BULLETINS PERTAINING TO THIS PROBLEM. VERIFIED CUSTOMER COMPLAINT SEVERAL TIMES.
05/14/2009	15:09	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
05/14/2009	15:09	CUSTOMER COMMENTS: VEHICLE STUDDERS INTO FIRST AND SECOND GEAR JOLTING. CHECKED SERVICE BULLETINS AND FLUID LEVEL AND CONDITION AND FOR FLUID TO BE OK AND NO BULLETINS PERTAINING TO THIS PROBLEM. VERIFIED CUSTOMER COMPLAINT SEVERAL TIMES.
05/14/2009	15:09	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/14/2009	15:27	REPLACE THE MECH. FLUID AND FILTER AND SET BASIC SETTING AFTER REPAIRS
05/19/2009	10:44	PARTS ARE ORDERED AND MAY BE SOME TIME BEFORE THEY COME IN. CLOSING VTA THANKS.
05/19/2009	18:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	18:13	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453210	EOS	2009	WVWFA71F19V [REDACTED]	10242	3885	05/14/2009	USA

Workshop Finding
JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
05/14/2009	15:27	CUSTOMER STATES THE VEHICLE JERKS WHEN ACCELERATING FROM A STOP IN DRIVE OR REVERSE. I KEEP HEARING ABOUT THE MEKA TRONICS CONTROL UNIT IS THE CAUSE OF THIS ONE. BUT THEY SAID I NEED TO TALK TO YALL BEFORE I ORDER IT
05/14/2009	15:27	ISSUE OPENED BY DEALERSHIP
05/14/2009	15:29	ADVISE TECH TO GET MBV 54 IN 02
05/14/2009	15:29	CUSTOMER COMMENTS: CUSTOMER STATES THE VEHICLE JERKS WHEN ACCELERATING FROM A STOP IN DRIVE OR REVERSE. I KEEP HEARING ABOUT THE MEKA TRONICS CONTROL UNIT IS THE CAUSE OF THIS ONE. BUT THEY SAID I NEED TO TALK TO YALL BEFORE I ORDER IT
05/14/2009	15:29	WORKSHOP FINDINGS: JERKS WHILE DRIVING
05/14/2009	15:52	MVB 54 J17, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN RUN MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE ORDER A MECH UNIT WITH AN X SUFFIX THEN RELEASE VEHICLE TO CUSTOMMER AND CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/19/2009	09:07	CLOSING THIS TICKET OUT... SINCE THE PART IS ON BACK ORDER OR RED...
05/19/2009	10:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	10:05	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECH, UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453247	EOS	2008	WVWBA71F78V	35051	3885	05/14/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 3 FAULTS IN THE VEHICLE. NOISE IS HEARD IN THE TRANS FROM NEUTRAL TO DRIVE AND NEUTRAL TO PARK.

Activity Date	Activity Time	Activity Comments
05/14/2009	16:00	CUSTOMER STATES THERE IS A CLICKING NOISE WHEN SHIFTING FROM NEUTRAL TO DRIVE AND WHEN SWITCHING FROM DRIVE TO NEUTRAL. VERIFIED CUSTOMER CONCERN, TRANS ACTUALLY CLICKS TWICE WHEN SHIFTING INTO NEUTRAL FROM DRIVE. CHECKED CONDITION OF UPPER TRANS MOUNT AND LOWER PENDULUM MOUNT, NOISE SEEMS TO BE COMING FROM INSIDE TRANSMISSION, LISTENED WITH CHASSIS EARS AND MOST NOTICED AT CASE NEAR RING GEAR. SCAN FOR FAULTS GFF AND HAVE A 19143 P2711 004 FAULT, IMPLAUSIBLE SHIFT SEQUENCE STORED IN TCM. NO TEST PLAN IN GFF FOR THAT FAULT. THERE ARE ALSO 1 SPORADIC FAULT IN ABS 00495 ESP SENSOR UNIT VOLTAGE SUPPLY AND IN VEHICLE ELECTRICAL SYSTEM THERE IS A SPORADIC 01598 DRIVE BATTERY VOLTAGE, NO DISPLAY.
05/14/2009	16:00	ISSUE OPENED BY DEALERSHIP
05/14/2009	16:08	ADVISED THE TECH TO SET UP FOR TRANS BASIC SETTINGS.
05/14/2009	16:08	CUSTOMER COMMENTS: CUSTOMER STATES THERE IS A CLICKING NOISE WHEN SHIFTING FROM NEUTRAL TO DRIVE AND WHEN SWITCHING FROM DRIVE TO NEUTRAL. VERIFIED CUSTOMER CONCERN, TRANS ACTUALLY CLICKS TWICE WHEN SHIFTING INTO NEUTRAL FROM DRIVE. CHECKED CONDITION OF UPPER TRANS MOUNT AND LOWER PENDULUM MOUNT, NOISE SEEMS TO BE COMING FROM INSIDE TRANSMISSION, LISTENED WITH CHASSIS EARS AND MOST NOTICED AT CASE NEAR RING GEAR. SCAN FOR FAULTS GFF AND HAVE A 19143 P2711 004 FAULT, IMPLAUSIBLE SHIFT SEQUENCE STORED IN TCM. NO TEST PLAN IN GFF FOR THAT FAULT. THERE ARE ALSO 1 SPORADIC FAULT IN ABS 00495 ESP SENSOR UNIT VOLTAGE SUPPLY AND IN VEHICLE ELECTRICAL SYSTEM THERE IS A SPORADIC 01598 DRIVE BATTERY VOLTAGE, NO DISPLAY.
05/14/2009	16:08	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 3 FAULTS IN THE VEHICLE. NOISE IS HEARD IN THE TRANS FROM NEUTRAL TO DRIVE AND NEUTRAL TO PARK.
05/14/2009	16:33	ADVISED THE TECH ON HOW TO PERFORM THE BASIC SETTINGS.
05/15/2009	09:02	PERFORMED BASIC SETTINGS WITH CONSULTANT AND ROADTEST 17 MILES. RE CHECKED FOR FAULTS, FAULTS HAVE NOT RETURNED BUT CONCERN IS STILL PRESENT. FEELS LIKE THE TRANSMISSION SHIFTS SEVERAL TIMES WHEN YOU MOVE THE LEVER FROM DRIVE TO NEUTRAL OR NEUTRAL TO DRIVE.
05/15/2009	09:14	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE ORDER AN X SUFFIX PART NUMBER MECH UNIT, AND RELEASE VEHICLE TO CUSTOMER THEN CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/15/2009	15:54	ORDERED MECHATRONICS UNIT. WILL INSTALL WHEN PART COMES IN.
05/17/2009	20:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/17/2009	20:25	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453249	EOS	2007	WVWDA71F97V [REDACTED]	25515	3885	05/14/2009	USA

Workshop Finding

WHEN STARTING TO MOVE SLOWLY REVERSE AND FORWARD CAR HAS A STUDDER.

Activity Date	Activity Time	Activity Comments
05/14/2009	16:04	ISSUE OPENED BY DEALERSHIP
05/14/2009	16:04	WHEN STARTING TO MOVE SLOWLY REVERSE AND FORWARD CAR HAS A STUDDER.
05/15/2009	14:01	ADVISED TECH TO VERIFY CONCERN DURING A CUSTOMER ROAD TEST TO SEE IF CONCERN IS NORMAL DSG OPERATION, IF CONCERN IS VERIFIED AND TRANSMISSION IS SUSPECTED CHECK MVB 54 IN TCM ALSO CHECK FLUID LEVEL AND CONDITION, IF ENGINE IS SUSPECTED CHECK MVB 32 FIELD 1/2, ALSO CHECK MVBS 33 AND 2/4 WHILE CONCERN IS HAPPENING THEN CALL BACK, IF CONCERN IS NOT VERIFIED RELEASE VEHICLE AND CLOSE OUT VTA.
05/15/2009	14:01	CUSTOMER COMMENTS: SURGE ON TAKE OFF.
05/15/2009	14:01	WORKSHOP FINDINGS: WHEN STARTING TO MOVE SLOWLY REVERSE AND FORWARD CAR HAS A STUDDER.
05/18/2009	13:18	ADVISE TECH TO PERFORM BASIC SETTINGS .ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED. GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING
05/18/2009	14:20	ISSUE UPDATED
05/18/2009	14:20	TECH STATES FUEL TRIMS ARE .4 AND -1.4 IN MVB 32. AFTER PERFORMING BASIC SETTINGS CONDITION IS WORSE. CONDITION IS PRESENT ONLY COMING FROM A STOP IN 1ST OR REVERSE. ADVISED TECH TO REPLACE MECHATRONIC UNIT, FLUID, FILTER, AND BOLTS.
05/21/2009	10:50	MECHATRONICS UNIT ON RED ORDER.
05/21/2009	14:19	P1 AS PER TODAYS UPDATE
05/29/2009	09:23	RED ORDER.
05/29/2009	18:01	THANKS FOR THE UPDATE.
06/04/2009	10:04	PART ARRIVED TODAY SHOULD BE INSTALLED THIS AFTERNOON.
06/04/2009	20:07	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/05/2009	15:10	REPLACED MECHATRONICS UNIT TEST DROVE THE CAR 12 MILES CAR IS DRIVEING WELL THANK YOU FOR YOUR HELP
06/07/2009	21:19	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/07/2009	21:19	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453272	EOS	2008	WVWFA71F38V [REDACTED]	24842	3885	05/14/2009	USA

Workshop Finding

TECHNICIAN RAN GFF, NO RELATED FAULTS FOUND ONLY FAULT IS FROM THE RADIO, TEST DROVE VEH, FOUND VEH JERKING ON TAKE OFF AS IF THE DUALMASS FLYWHEEL EXCESSIVE PLAY. PLEASE ADVISE.

Activity Date	Activity Time	Activity Comments
05/14/2009	16:26	CUSTOMER STATES VEH JERKS ON TAKE OFF, TECHNICIAN RAN GFF, NO RELATED FAULTS FOUND ONLY FAULT IS FROM THE RADIO, TEST DROVE VEH, FOUND VEH JERKING ON TAKE OFF AS IF THE DUALMASS FLYWHEEL EXCESSIVE PLAY. PLEASE ADVISE.
05/14/2009	16:26	ISSUE OPENED BY DEALERSHIP
05/14/2009	16:34	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE ORDER MECH UNIT WITH AN X SUFFIX PART NUMBER THEN RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA. MVB 54 H27 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/14/2009	16:34	CUSTOMER COMMENTS: CUSTOMER STATES VEH JERKS ON TAKE OFF.
05/14/2009	16:34	WORKSHOP FINDINGS: TECHNICIAN RAN GFF, NO RELATED FAULTS FOUND ONLY FAULT IS FROM THE RADIO, TEST DROVE VEH, FOUND VEH JERKING ON TAKE OFF AS IF THE DUALMASS FLYWHEEL EXCESSIVE PLAY. PLEASE ADVISE.
05/14/2009	17:04	MECH UNIT WITH X ORDERED, THANK YOU FOR YOUR SUPPORT.
05/14/2009	17:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/14/2009	17:32	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453318	JETTA	2008	3VWRJ71K88M [REDACTED]	16336	3885	05/14/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/14/2009	18:04	CUSTOMER STATES, TRANSMISSION HAS HAS ENGAGEMENT ON TAKE OFF. VERIFIED ON TEST DRIVE. HESITATION WHEN TAKING OFF FROM A STOP. NO FAULTS STORED IN TCM MEMORY. TRANSMISSION LEAKING, STILL HAS FLUID IN IT. PICTURE OF LEAK ATTACHED.
05/14/2009	18:04	ISSUE OPENED BY DEALERSHIP
05/14/2009	18:12	CUSTOMER COMMENTS: CUSTOMER STATES, TRANSMISSION HAS HAS ENGAGEMENT ON TAKE OFF. VERIFIED ON TEST DRIVE. HESITATION WHEN TAKING OFF FROM A STOP. NO FAULTS STORED IN TCM MEMORY. TRANSMISSION LEAKING, STILL HAS FLUID IN IT. PICTURE OF LEAK ATTACHED.
05/14/2009	18:12	TECH NEEDS TO REMOVE THE TRANS AND SEE IF THE LEAK IS COMING FROM THE TORQUE CONVERTER SEAL OR THE OIL PUMP. ATTACH PICTURES ON THE VTA
05/15/2009	10:33	TRANSMISSION REMOVED. LEAK FOUND AT SEAL ON CLUTCH END COVER. PICTURE ATTACHED.
05/15/2009	11:05	PLEASE CALL BACK FOR FURTHER ASSISTANCE
05/15/2009	11:44	TECH NEEDS TO REPLACE THE CLUTCH PACK COVER AS PER PRODUCT SUPPORT
05/15/2009	11:56	ADDITIONAL INFORMATION FROM PRODUCT SUPPORT IS IF THE TECH REMOVES THE COVER AND FINDS SCRATCHES BEHIND THE COVER THE COMPLETE CLUTCH PACK, COVER, AND SNAP RING HAS TO BE REPLACED. TECH MUST BE CAREFUL NOT TO DAMAGE THE CENTER SMALL SEAL. TECH NEEDS TO FOLLOW THE PROCEDURES IN THE REPAIR MANUAL.
05/15/2009	13:14	CLUTCH END COVER REMOVED. SCRATCHES FOUND ON INSIDE OF COVER. CLUTCH REPAIR KIT ON ORDER.
05/15/2009	13:47	THANKS FOR THE UPDATE
05/20/2009	11:48	CLUTCH PACK AND COVER REPLACED. BASIC SETTINGS PERFORMED. TEST DRIVEN. CONCERN STILL EXISTING.
05/20/2009	11:55	A2 CASE TO BE ESCALATED FOR REVIEW. MVB 54 IS J14. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/20/2009	11:55	ISSUE UPDATED
05/20/2009	12:15	MECHATRONICS, BOLTS, AND FILTER ORDERED. VEHICLE RETURNED TO CUSTOMER UNTIL PARTS ARRIVE.
05/20/2009	13:53	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2009	13:53	ISSUE UPDATED

Consultant's Closing Comments

A2 CASE TO BE ESCALATED FOR REVIEW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453331	RABBIT	2009	WVWFD71K39W [REDACTED]	9513	3885	05/14/2009	USA

Workshop Finding

GFF SCAN NO FAULT FOUND IN VEHICLE AND CHECK ATF FLUID OK. ASK CUSTOMER TO REPEAT COMPLAINT AND HE WAS ABLE TOO. THIS PROBLEM COME AND GO INTERMENTENTLY. COULD NOT DUPLICATE IN REVERSE. TECH SAID HE COULD NOT DUPLICATE CONCERN BUT CUSTOMER GOT IT TO HAPPEN ON ROAD TEST.

Activity Date	Activity Time	Activity Comments
05/14/2009	18:30	CUSTOMER STATES THAT WHEN VEHICLE STOP AND GO AFTER DRIVING ON FREEWAY VEHICLE WILL HARD SHIFT AND JERK WHEN RELEASING THE BRAKE AND ACCELERATING. GFF SCAN NO FAULT FOUND IN VEHICLE AND CHECK ATF FLUID OK. ASK CUSTOMER TO REPEAT COMPLAINT AND HE WAS ABLE TOO. THIS PROBLEM COME AND GO INTERMENTENTLY.
05/14/2009	18:30	ISSUE OPENED BY DEALERSHIP
05/14/2009	18:44	AFTER REVIEWING MVB 54 J19, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE ORDER MECH UNIT WITH AN X SUFFIX PART NUMBER THEN RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/14/2009	18:44	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN VEHICLE STOP AND GO AFTER DRIVING ON FREEWAY VEHICLE WILL HARD SHIFT AND JERK WHEN RELEASING THE BRAKE AND ACCELERATING.
05/14/2009	18:44	WORKSHOP FINDINGS: GFF SCAN NO FAULT FOUND IN VEHICLE AND CHECK ATF FLUID OK. ASK CUSTOMER TO REPEAT COMPLAINT AND HE WAS ABLE TOO. THIS PROBLEM COME AND GO INTERMENTENTLY. COULD NOT DUPLICATE IN REVERSE. TECH SAID HE COULD NOT DUPLICATE CONCERN BUT CUSTOMER GOT IT TO HAPPEN ON ROAD TEST.
05/18/2009	11:14	PART ORDER CAR GOING
05/18/2009	12:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	12:57	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453341	EOS	2008	WVWBA71F68V [REDACTED]	9188	3885	05/14/2009	USA

Workshop Finding

TECH REPLACED THE MECHATRONIC AND NOW IS HAVING PROBLEMS SETTING BASIC SETTINGS

Activity Date	Activity Time	Activity Comments
05/14/2009	19:17	ISSUE OPENED BY DEALERSHIP
05/14/2009	19:17	RECEIVED SOP, MECHATRONICS, INSTALLED PART AND TRYED SETTING BASIC SETTING. UANBLE TO SET BASIC SETTINGS. KEEP GETTING FAULT 01087 BASI SETTING NOT CARRIED OUT, MECHANICAL HYDRALIC MALF. NOTICED ON TEST DRIVE VEHICLE IS STUCK IN 2ND GEAR.
05/14/2009	19:26	CUSTOMER COMMENTS: RECEIVED SOP, MECHATRONICS, INSTALLED PART AND TRYED SETTING BASIC SETTING. UANBLE TO SET BASIC SETTINGS. KEEP GETTING FAULT 01087 BASI SETTING NOT CARRIED OUT, MECHANICAL HYDRALIC MALF. NOTICED ON TEST DRIVE VEHICLE IS STUCK IN 2ND GEAR.
05/14/2009	19:26	WALKED THE TECH ON PERFORMING BASIC SETTINGS MANUALLY 61 AND 60. TECH NEEDS TO DRIVE THE VEH AND SEE WHAT HAPPENS.
05/14/2009	19:26	WORKSHOP FINDINGS: TECH REPLACED THE MECHATRONIC AND NOW IS HAVING PROBLEMS SETTING BASIC SETTINGS
05/14/2009	19:48	THAKS FOR THE HELP WAS ABLE TO SET BASIC SETTING VEHICLE SHIFTING PROPERLY.
05/15/2009	11:04	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	11:04	ISSUE UPDATED

Consultant's Closing Comments

THAKS FOR THE HELP WAS ABLE TO SET BASIC SETTING VEHICLE SHIFTING PROPERLY.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453389	JETTA	2008	3VWRJ71K58M [REDACTED]	11695	3885	05/15/2009	USA

Workshop Finding
JERKS WHILE DRIVNG

Activity Date	Activity Time	Activity Comments
05/15/2009	09:06	ISSUE OPENED BY DEALERSHIP
05/15/2009	09:06	TRANS HAS A HARSH TAKE OFF AFTER SITTING AT A LONG LIGHT. HAVE CHECKED ENGINE AND TRANS FOR FOULTS, NO FAULTS. HAVE CHECKED TRANS FOR LEAKES, NO LEAKES FOUND. HAVE CHECKED FOR TSB.
05/15/2009	09:13	CUSTOMER COMMENTS: TRANS HAS A HARSH TAKE OFF AFTER SITTING AT A LONG LIGHT. HAVE CHECKED ENGINE AND TRANS FOR FOULTS, NO FAULTS. HAVE CHECKED TRANS FOR LEAKES, NO LEAKES FOUND. HAVE CHECKED FOR TSB.
05/15/2009	09:13	GET MVB 54 IN 02
05/15/2009	09:13	WORKSHOP FINDINGS: JERKS WHILE DRIVNG
05/15/2009	09:14	REPLACE MECHATRONCIS, FLUID, FILTER AND SET BASIC SETTING S AFTER REPAIRS
05/15/2009	16:55	ORDERED PARTS
05/15/2009	17:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	17:11	ISSUE UPDATED

Consultant's Closing Comments
REPLACE MECHATRONCIS, FLUID, FILTER AND SET BASIC SETTING S AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453394	EOS	2008	WVWFA71F78V [REDACTED]	8189	3885	05/15/2009	USA

Workshop Finding

SCANNED FOR DTCS AND NONE FOUND. TEST DROVE AND VERIFIED CONCERN.

Activity Date	Activity Time	Activity Comments
05/15/2009	09:10	ISSUE OPENED BY DEALERSHIP
05/15/2009	09:10	WHEN PULLING OUT FROM A COMPLETE STOP CAR JERKS. SCANNED FOR DTCS AND NONE FOUND. TEST DROVE AND VERIFIED CONCERN.
05/15/2009	09:18	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE TO CUSTOMER AND CLOSE TICKET.
05/15/2009	09:18	CUSTOMER COMMENTS: WHEN PULLING OUT FROM A COMPLETE STOP CAR JERKS.
05/15/2009	09:18	WORKSHOP FINDINGS: SCANNED FOR DTCS AND NONE FOUND. TEST DROVE AND VERIFIED CONCERN.
05/15/2009	09:23	ORDERED PARTS THANK YOU
05/15/2009	10:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	10:12	ISSUE UPDATED

Consultant's Closing Comments

D1 ORDERED PARTS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453415	EOS	2008	WVWBA71F18V [REDACTED]	21749	3885	05/15/2009	USA

Workshop Finding
SHUDDERS

Activity Date	Activity Time	Activity Comments
05/15/2009	09:51	ISSUE OPENED BY DEALERSHIP
05/15/2009	09:51	LAST VISIT I CHECKED FOR FAULTS,NO FAULTS.THE CAR SHUTTERS WHEN YOU PULL OUT LIKE SOMEONE IS PUSHING IN AND OUT ON THE CLUTCH.AFTER ABOUT 3 SHUTTERS IT OPERATES NORMALLY.ALSO I NOTICED IF YOU STEP ON THE GAS MORE THAT 1/4 OF THE WAY DOWN IT LAYS TIRE.I HAD THE SAME PROBLEM ON ANOTHER EOS LAST YEAR AND AFTER DOING ALL THE STUPID PEOPLE TRICKS I ENDED UP PUTTING A TRANS CONTROL UNIT IN IT.
05/15/2009	09:59	CUSTOMER COMMENTS: LAST VISIT I CHECKED FOR FAULTS,NO FAULTS.THE CAR SHUTTERS WHEN YOU PULL OUT LIKE SOMEONE IS PUSHING IN AND OUT ON THE CLUTCH.AFTER ABOUT 3 SHUTTERS IT OPERATES NORMALLY.ALSO I NOTICED IF YOU STEP ON THE GAS MORE THAT 1/4 OF THE WAY DOWN IT LAYS TIRE.I HAD THE SAME PROBLEM ON ANOTHER EOS LAST YEAR AND AFTER DOING ALL THE STUPID PEOPLE TRICKS I ENDED UP PUTTING A TRANS CONTROL UNIT IN IT.
05/15/2009	09:59	PLEASE GET MVB 54 IN 02
05/15/2009	09:59	WORKSHOP FINDINGS: SHUDDERS
05/15/2009	10:01	ADVIS ETECH TO REPALCE THE MECHATROINCS, FLUID AND FILTER THEN SET BASIC SETTINGS
05/15/2009	10:07	ORDERED PART SAS ADVISED,RELEASED VEHICLE
05/15/2009	15:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	15:44	ISSUE UPDATED

Consultant's Closing Comments
ADVIS ETECH TO REPALCE THE MECHATROINCS, FLUID AND FILTER THEN SET BASIC SETTINGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453420	JETTA	2008	3VWRJ71K68M [REDACTED]	14415	3885	05/15/2009	USA

Workshop Finding

VERIFIED COMPLAINT ON TEST DRIVE W/ CUST. RAN GFF. NO CODES IN ANY SYSTEM. PERFORMED BASIC SETTINGS AND THROTTLE ADAPTATION. TEST DROVE. FIRST 3 TAKE OFFS WERE SMOOTH. THEN STARTED BACK WITH THE HARSH ENGAGEMENT. TRANS ALSO HAS HARD 2-1 SHIFT WHEN COMING TO A STOP, AND THE TRANS "CLUNKS" WHEN MAKING THE 2-1 DOWN SHIFT. ALSO NOTICED WHEN COASTING TO A STOP, TRANS DOES NOT DISENGAGE THE CLUTCH.

Activity Date	Activity Time	Activity Comments
05/15/2009	09:53	CUST. STATES TRANS HAS HARSH ENGAUAGEMENT WHEN STARTING OFF, HARSH UP SHIFTS AND A HARD DOWN SHIFT WHEN STOPPING. VERIFIED COMPLAINT ON TEST DRIVE W/ CUST. RAN GFF. NO CODES IN ANY SYSTEM. PERFORMED BASIC SETTINGS AND THROTTLE ADAPTATION. TEST DROVE. FIRST 3 TAKE OFFS WERE SMOOTH. THEN STARTED BACK WITH THE HARSH ENGAUEMENT. TRANS ALSO HAS HARD 2-1 SHIFT WHEN COMING TO A STOP, AND THE TRANS "CLUCNKS" WHEN MAKING THE 2-1 DOWN SHIFT. ALSO NOTICED WHEN COASTING TO A STOP, TRANS DOES NOT DISENGAGE THE CLUTCH.
05/15/2009	09:53	ISSUE OPENED BY DEALERSHIP
05/15/2009	09:59	CUSTOMER COMMENTS: CUST. STATES TRANS HAS HARSH ENGAGEMENT WHEN STARTING OFF, HARSH UP SHIFTS AND A HARD DOWN SHIFT WHEN STOPPING.
05/15/2009	09:59	MVB 54 J14. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE AND CLOSE VTA.
05/15/2009	09:59	WORKSHOP FINDINGS: VERIFIED COMPLAINT ON TEST DRIVE W/ CUST. RAN GFF. NO CODES IN ANY SYSTEM. PERFORMED BASIC SETTINGS AND THROTTLE ADAPTATION. TEST DROVE. FIRST 3 TAKE OFFS WERE SMOOTH. THEN STARTED BACK WITH THE HARSH ENGAGEMENT. TRANS ALSO HAS HARD 2-1 SHIFT WHEN COMING TO A STOP, AND THE TRANS "CLUNKS" WHEN MAKING THE 2-1 DOWN SHIFT. ALSO NOTICED WHEN COASTING TO A STOP, TRANS DOES NOT DISENGAGE THE CLUTCH.
05/15/2009	10:17	ISSUE UPDATED
05/15/2009	10:18	ORDERD PARTS AND RELEASED VECH. BACK TO CUSTOMER.
05/15/2009	10:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	10:44	ISSUE UPDATED

Consultant's Closing Comments

D1 ORDERD PARTS AND RELEASED VECH. BACK TO CUSTOMER.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453461	EOS	2008	WVWFA71F58V [REDACTED]	9795	3885	05/15/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/15/2009	10:58	ISSUE OPENED BY DEALERSHIP
05/15/2009	10:58	REPLACED MECATRONICS UNIT AND NOW THE CAR WILL NOT SHIFT PAST 4 GEAR. ALL BASIC SETTINGS HAVE BEEN PREFORMED AND FAULT CODE 01087 003 BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION SPORADIC IS PRESENT
05/15/2009	11:04	CUSTOMER COMMENTS: REPLACED MECATRONICS UNIT AND NOW THE CAR WILL NOT SHIFT PAST 4 GEAR. ALL BASIC SETTINGS HAVE BEEN PREFORMED AND FAULT CODE 01087 003 BASIC SETTINGS NOT CARRIED OUT MECHANICAL MALFUNCTION SPORADIC IS PRESENT
05/15/2009	11:04	ISSUE UPDATED
05/15/2009	11:04	PERFORM BASIC SETTING
05/15/2009	11:13	THANKS
05/15/2009	11:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	11:22	ISSUE UPDATED

Consultant's Closing Comments

PERFORM BASIC SETTING

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453496	EOS	2008	WVWBA71F28V [REDACTED]	13977	3885	05/15/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/15/2009	11:37	ISSUE OPENED BY DEALERSHIP
05/15/2009	11:37	OK TEST DROVE THE VEH SEVERAL TIMES YESTERDAY AND THE VEH HAD NO PROBLEMS WENT AND DROVE IT THIS MORNING AND THE THING SURGES AND TRANS CLUNKS ALSO CHECKED AND HAS NO CODES IN THE ECMS THE TRANS FLUID IS ON PAR WHERE IS NEEDS TO BE THE CHANNEL 32 IS CHANNEL 1 IS .7% AND CHANNEL 2 IS -2.0%
05/15/2009	11:45	CUSTOMER COMMENTS: OK TEST DROVE THE VEH SEVERAL TIMES YESTERDAY AND THE VEH HAD NO PROBLEMS WENT AND DROVE IT THIS MORNING AND THE THING SURGES AND TRANS CLUNKS ALSO CHECKED AND HAS NO CODES IN THE ECMS THE TRANS FLUID IS ON PAR WHERE IS NEEDS TO BE THE CHANNEL 32 IS CHANNEL 1 IS .7% AND CHANNEL 2 IS -2.0%
05/15/2009	11:45	MVB 54 J10. ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS. RELEASE VEHICLE AND CLOSE VTA.
05/15/2009	12:08	ORDERED PARTS AND RELEASED VEH TO CUSTOMER
05/15/2009	13:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	13:34	ISSUE UPDATED

Consultant's Closing Comments

ORDERED PARTS AND RELEASED VEH TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453525	EOS	2008	WVWBA71F88V [REDACTED]	8375	3885	05/15/2009	USA

Workshop Finding

TCM PART NUMBER: 02E 300 050 P AND LEVEL: 1402. ECM PART NUMBER: 1Q0 90 115 E AND LEVEL: 0020. WHILE ON THE PHONE TECH CHECKED MVB 32/1= 0.2%, /2= 1.2%.

Activity Date	Activity Time	Activity Comments
05/15/2009	12:03	HARD DOWN SHIFT WHEN COMING TO A STOP. HESITATION ENGAGING FORWARD GEAR WHEN ACCELERATING FROM A STOP
05/15/2009	12:03	ISSUE OPENED BY DEALERSHIP
05/15/2009	12:26	ADVISED TECH TO PLEASE VERIFY TRANSMISSION FLUID LEVEL AND CONDITON.
05/15/2009	12:26	CUSTOMER COMMENTS: HARD DOWN SHIFT WHEN COMING TO A STOP. HESITATION ENGAGING FORWARD GEAR WHEN ACCELERATING FROM A STOP
05/15/2009	12:26	WORKSHOP FINDINGS: TCM PART NUMBER: 02E 300 050 P AND LEVEL: 1402. ECM PART NUMBER: 1Q0 90 115 E AND LEVEL: 0020. WHILE ON THE PHONE TECH CHECKED MVB 32/1= 0.2%, /2= 1.2%.
05/15/2009	12:27	ADVISED TECH TO PLEASE PERFORM THE BASIC SETTINGS MANUALLY. IN ORDER TO DO SO THE FOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). CHECK IN MVB 19/1 OF THE TCM. VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.
05/15/2009	12:27	GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING. UPDATE THE VTA WITH YOUR FINDINGS AND CALL BACK.
05/19/2009	12:10	PLEASE GET MVB 54 (J10) REPLACE MECHATRONIC FLUID AND FILTER AND RESTET BASIC SETTING AFTER REPAIRS
05/22/2009	16:45	SPOKE WITH TONY IN SERVICE. PART IS ON BACK ORDER. P1
06/12/2009	11:24	PART IS ON BACKORDER.EXPECTED ARRIVAL DATE IS JUNE 30. INSTRUCTED BY SERVICE ADVISOR TO CLOSE VTA TICKET. WILL OPEN A NEW TICKET IF REPLACING THE MEGATRONICS DOES NOT REPAIR THE PROBLEM.
06/12/2009	17:14	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/12/2009	17:14	ISSUE UPDATED

Consultant's Closing Comments

TECHNICIAN HAS ORDERED AND WILL INSTALL A NEW MECHATRONICS, FLUID, FILTER, AND MECHATRONICS BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453583	EOS	2007	WVWBA71F27V [REDACTED]	21593	3885	05/15/2009	USA

Workshop Finding

HARD SHIFT AT TIMES

Activity Date	Activity Time	Activity Comments
05/15/2009	13:03	CUST. STATES VEHICLE JERKS & BANGS WHEN ACCELERATING OR IN REVERSE. VEHICLE HAS DSG GEARBOX. VERIFIED CONCERN, FOUND ACCELERATING FROM STOP OR SELECTING REVERSE, VEHICLE LURCHES WITH HARSH SHIFT APPLICATION OR SURGES. INTERMITTANTLY ENGINE ALMOST STALLS WHEN ACCELATOR OPERATED FROM STOP.PERFORMED GFF & NO RELATED FAULTS PRESENT.CHECKED FLUID LEVEL & CONDITION, BOTH OK. PERFORMED BASIC SETTINGS AS DESCRIBED IN TT 370903. ROAD TESTED & RE-CHECKED, CONCERN STILL PRESENT.
05/15/2009	13:03	ISSUE OPENED BY DEALERSHIP
05/15/2009	13:05	BASIC SETTING HAS BEEN SET AND IT STILL DELAYS REPALCE THE MECHATRONICS AND FLUID AND THE FILTER
05/15/2009	13:05	CUSTOMER COMMENTS: CUST. STATES VEHICLE JERKS & BANGS WHEN ACCELERATING OR IN REVERSE. VEHICLE HAS DSG GEARBOX. VERIFIED CONCERN, FOUND ACCELERATING FROM STOP OR SELECTING REVERSE, VEHICLE LURCHES WITH HARSH SHIFT APPLICATION OR SURGES. INTERMITTANTLY ENGINE ALMOST STALLS WHEN ACCELATOR OPERATED FROM STOP.PERFORMED GFF & NO RELATED FAULTS PRESENT.CHECKED FLUID LEVEL & CONDITION, BOTH OK. PERFORMED BASIC SETTINGS AS DESCRIBED IN TT 370903. ROAD TESTED & RE-CHECKED, CONCERN STILL PRESENT.
05/15/2009	13:05	WORKSHOP FINDINGS: HARD SHIFT AT TIMES
05/15/2009	13:19	FORGOT TO ADD DIAGNOSTIC LOGS
05/15/2009	13:21	PARTS HAVE BEEN ORDERED.
05/15/2009	15:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	15:44	ISSUE UPDATED

Consultant's Closing Comments

ASIC SETTING HAS BEEN SET AND IT STILL DELAYS REPALCE THE MECHATRONICS AND FLUID AND THE FILTER
05/15/2009 13:19:35: US/EASTERN: GUY GILBERT: OPEN: DEALER UPDATED: FORGOT TO ADD DIAGNOSTIC LOGS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453684	EOS	2008	WVWFA71F58V [REDACTED]	12038	3885	05/15/2009	USA

Workshop Finding

CHECKED SOFTWARE LEVEL FOR MECHATRONIC WAS H25Q0459 NEEDS UPDATE APPROVAL TO ORDER PARTS. FLUID LEVEL AND CONDITION GOOD. VERIFIED SHUDDER.

Activity Date	Activity Time	Activity Comments
05/15/2009	15:20	ISSUE OPENED BY DEALERSHIP
05/15/2009	15:20	ROAD TESTED EOS WITH CUSTOMER AND WAS SHIFTING VERY HARD. CHECKED SOFTWARE LEVEL FOR MECHATRONIC WAS H25Q0459 NEEDS UPDATE APPROVAL TO ORDER PARTS.
05/15/2009	15:33	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE ORDER MECH UNIT WITH AN X SUFFIX, THEN CLOSE OUT VTA AND RELEASE VEHICLE TO CUSTOMER. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/15/2009	15:33	CUSTOMER COMMENTS: ROAD TESTED EOS WITH CUSTOMER AND WAS SHIFTING VERY HARD.
05/15/2009	15:33	WORKSHOP FINDINGS: CHECKED SOFTWARE LEVEL FOR MECHATRONIC WAS H25Q0459 NEEDS UPDATE APPROVAL TO ORDER PARTS. FLUID LEVEL AND CONDITION GOOD. VERIFIED SHUDDER.
05/22/2009	12:10	C1 - CUSTOMER HAS NOT RETURNED FOR PART INSTALL. TECH TO CLOSE TICKET.
05/23/2009	11:22	CAR GONE WAITING FOR PARTS TO COME IN.
05/26/2009	09:32	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	09:32	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453703	EOS	2008	WVWDB71F18V [REDACTED]	20064	3885	05/15/2009	USA

Workshop Finding

PRESSURE CONTROL VALVE 2 FOPR ATO TRANSMISSION N 216 OPEN CIRCUIT/SHORT

Activity Date	Activity Time	Activity Comments
05/15/2009	15:49	CUSTOMER STATES IT FEELS LIKE THE CAR IS GOING TO STALL SOMETIME. THIS CUSTOMER HAS DRIVEN THIS CAR FOR 20 K AND IT HAS BEEN FINE BUT LATELY IT WORKS DIFFERENT. A FAULT IS PRESENT 18227 P1819, PRESSURE CONTROL VALVE 2 FOPR ATO TRANSMISSION N 216 OPEN CIRCUIT/SHORT CIRCUIT TO GROUND. THESE FAULTS CLEARED RUNNING GFF. WHEN ROAD TESTED 30 MILES THE CAR FELT AS THOUGH THE CAR WAS LAZY GOING BACK INTO NUTRAL WHEN COMMMING TO A STOP AFTER DRIVING A SHORT DISTANCE AND AFTER A 1-2 SHIFT WHICH APPEARED NORMAL. ADDITIONALLY IN DIAGNOSTIC INTERFACE FOR DATABUS (GATEWAY) THERE WAS A FAULT 01312 004 DATABUS DRIVETRAIN NO COMMUNICATION SPORATIC...THIS FAULT ALSO CLEARED WHEN RUNNING GFF.
05/15/2009	15:49	ISSUE OPENED BY DEALERSHIP
05/15/2009	15:55	CALL WITH RESULTS
05/15/2009	15:55	CUSTOMER COMMENTS: CUSTOMER STATES IT FEELS LIKE THE CAR IS GOING TO STALL SOMETIME. THIS CUSTOMER HAS DRIVEN THIS CAR FOR 20 K AND IT HAS BEEN FINE BUT LATELY IT WORKS DIFFERENT. A FAULT IS PRESENT 18227 P1819, PRESSURE CONTROL VALVE 2 FOPR ATO TRANSMISSION N 216 OPEN CIRCUIT/SHORT CIRCUIT TO GROUND. THESE FAULTS CLEARED RUNNING GFF. WHEN ROAD TESTED 30 MILES THE CAR FELT AS THOUGH THE CAR WAS LAZY GOING BACK INTO NUTRAL WHEN COMMMING TO A STOP AFTER DRIVING A SHORT DISTANCE AND AFTER A 1-2 SHIFT WHICH APPEARED NORMAL. ADDITIONALLY IN DIAGNOSTIC INTERFACE FOR DATABUS (GATEWAY) THERE WAS A FAULT 01312 004 DATABUS DRIVETRAIN NO COMMUNICATION SPORATIC...THIS FAULT ALSO CLEARED WHEN RUNNING GFF.
05/15/2009	15:55	PLEASE GET MVB 54 IN 02
05/15/2009	15:55	WORKSHOP FINDINGS: PRESSURE CONTROL VALVE 2 FOPR ATO TRANSMISSION N 216 OPEN CIRCUIT/SHORT
05/15/2009	16:05	REPALCE MECHATRONICS FLUID AND FILTER AND SET BASIC SETTING S
05/18/2009	08:52	MEGATRONICS UNIT HAS BEEN ORDERED, IF PROBLEMS CONTINUE WE WILL OPEN ANOTHER VTA.
05/18/2009	11:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	11:39	ISSUE UPDATED

Consultant's Closing Comments

REPALCE MECHATRONICS FLUID AND FILTER AND SET BASIC SETTING S

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453717	RABBIT	2008	WVWHV71K88W [REDACTED]	5691	3885	05/15/2009	USA

Workshop Finding

MECH FIXED VEHICLE

Activity Date	Activity Time	Activity Comments
05/15/2009	16:06	ISSUE OPENED BY DEALERSHIP
05/15/2009	16:06	THIS IS A CONCLUSION TO A PREVIOUS TICKET(ACCESS CODE:440499, JOB#28358280). WE WERE INSTRUCTED TO INSTALL A MECHATRONICS, BOLTS AND FILTER FOR A SHIFTING CONCERN. THE RECOMMENDED WORK REPAIRED THE CONCERN AND WE RETURNED THE VEHICLE TO THE CUSTOMER... THANKS
05/15/2009	16:13	CUSTOMER COMMENTS: THIS IS A CONCLUSION TO A PREVIOUS TICKET(ACCESS CODE:440499, JOB#28358280). WE WERE INSTRUCTED TO INSTALL A MECHATRONICS, BOLTS AND FILTER FOR A SHIFTING CONCERN. THE RECOMMENDED WORK REPAIRED THE CONCERN AND WE RETURNED THE VEHICLE TO THE CUSTOMER... THANKS
05/15/2009	16:13	ISSUE CLOSED BY CONSULTANT - INVALID
05/15/2009	16:13	ISSUE UPDATED
05/15/2009	16:13	WORKSHOP FINDINGS: MECH FIXED VEHICLE

Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT
MECH FIXED THE VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453719	JETTA	2009	3VWCL71K69M [REDACTED]	19803	3885	05/15/2009	USA

Workshop Finding

VEHICAL IS ROLLING BACK FROM A STOP ON INCLINE. NO FAULTS FOUND. VARIFYE

Activity Date	Activity Time	Activity Comments
05/15/2009	16:09	ISSUE OPENED BY DEALERSHIP
05/15/2009	16:09	VEHICAL IS ROLLING BACK FROM A STOP ON INCLINE. NO FAULTS FOUND. VARIFYED FLUID LEVEL AND BASIC SETTINGS.
05/15/2009	16:16	CUSTOMER COMMENTS: VEHICAL IS ROLLING BACK FROM A STOP ON INCLINE. NO FAULTS FOUND. VARIFYED FLUID LEVEL AND BASIC SETTINGS.
05/15/2009	16:16	PLEASE GET MVB 54 IN 02
05/15/2009	16:16	WORKSHOP FINDINGS: VEHICAL IS ROLLING BACK FROM A STOP ON INCLINE. NO FAULTS FOUND. VARIFYE
05/15/2009	16:17	REPALC EMECHATONICS FLUID AND THE FILTER SET BASIC SETTING AFTER REPAIRS
05/15/2009	16:50	PART ORDRED.
05/15/2009	17:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	17:13	ISSUE UPDATED

Consultant's Closing Comments

REPALC EMECHATONICS FLUID AND THE FILTER SET BASIC SETTING AFTER REPAIRS

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453784	JETTA	2008	3VWRJ71K58M [REDACTED]	15999	3885	05/15/2009	USA

Workshop Finding

TECH DUPLICATED THE HESITATION. MVB 54 HAS J01

Activity Date	Activity Time	Activity Comments
05/15/2009	18:08	ISSUE OPENED BY DEALERSHIP
05/15/2009	18:10	CUSTOMER STATES TRANS HESITATES WHEN TAKING OFF FROM A LIGHT, ALSO STATED BUCKING, MEC. UNIT NUMBER J01P0408: NO LEAKS AND NO DTCS STORED, RESET BASIC SETTINGS AND REROADTESTED WITH SAME RESULT.
05/15/2009	18:14	CUSTOMER COMMENTS: CUSTOMER STATES VEH HESITATES AND BUCK FROM A STOP
05/15/2009	18:14	TECH NEEDS TO REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS.
05/15/2009	18:14	WORKSHOP FINDINGS: TECH DUPLICATED THE HESITATION. MVB 54 HAS J01
05/15/2009	18:29	ORDERED NEW MECH UNIT CUSTOMER TO RETURN WHEN PART COMES IN
05/15/2009	19:31	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/15/2009	19:31	ISSUE UPDATED

Consultant's Closing Comments

ORDERED NEW MECH UNIT CUSTOMER TO RETURN WHEN PART COMES IN

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453821	EOS	2008	WVWFA71F38V [REDACTED]	6266	3885	05/16/2009	USA

Workshop Finding
VALUE BLOCK 54 IN TCM IS J11A0318.

Activity Date	Activity Time	Activity Comments
05/16/2009	13:38	ISSUE OPENED BY DEALERSHIP
05/16/2009	13:38	TRANSMISSION HAS WAVY STARTUP FROM THE STOP.VALUE BLOCK 54 IN TCM IS J11A0318.
05/16/2009	13:42	CUSTOMER COMMENTS: TRANSMISSION JERKS FORM A STOP.
05/16/2009	13:42	REPLACE MECH UNIT. IF CAR LEAVES PLEASE CLOSE TICKET. IF CAR STAYS AT DEALER, LEAVE TICKET OPEN AND UPDATE TICKET WHEN PART HAS BEEN ORDERED.
05/16/2009	13:42	WORKSHOP FINDINGS: VALUE BLOCK 54 IN TCM IS J11A0318.
05/16/2009	13:44	PART HAS BEEN ORDERED.
05/16/2009	14:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/16/2009	14:11	ISSUE UPDATED

Consultant's Closing Comments
ORDERED NEW MECHATRONICS, RELEASED VEHICLE TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453823	EOS	2008	WVWBA71F58V [REDACTED]	13005	3885	05/16/2009	USA

Workshop Finding

PERFORMED ROAD TEST WITH VEHICLE, MILEAGE OUT 13,005 AND MILEAGE IN 13,012, DUPLICATED CUSTOMER CONCERN, JERKY DRIVE ON FROM A STOP, TECHNICIAN RECOMMENDED TO REPALCE MECHATRONICS UNIT FOR THIS CONCERN. MVB 54 = J14 G0233

Activity Date	Activity Time	Activity Comments
05/16/2009	13:48	CUSTOMER STATES JERKY DRIVE ON FROM A STOP, PERFORMED ROAD TEST WITH VEHICLE, MILEAGE OUT 13,005 AND MILEAGE IN 13,012, DUPLICATED CUSTOMER CONCERN, JERKY DRIVE ON FROM A STOP, TECHNICIAN RECOMMENDED TO REPALCE MECHATRONICS UNIT FOR THIS CONCERN.
05/16/2009	13:48	ISSUE OPENED BY DEALERSHIP
05/16/2009	13:56	CUSTOMER COMMENTS: CUSTOMER STATES JERKY DRIVE ON FROM A STOP,
05/16/2009	13:56	REPLACE MECH UNIT. IF CAR LEAVES PLEASE CLOSE TICKET. IF CAR STAYS AT DEALER, LEAVE TICKET OPEN AND UPDATE TICKET WHEN PART HAS BEEN ORDERED.
05/16/2009	13:56	WORKSHOP FINDINGS: PERFORMED ROAD TEST WITH VEHICLE, MILEAGE OUT 13,005 AND MILEAGE IN 13,012, DUPLICATED CUSTOMER CONCERN, JERKY DRIVE ON FROM A STOP, TECHNICIAN RECOMMENDED TO REPALCE MECHATRONICS UNIT FOR THIS CONCERN. MVB 54 = J14 G0233
05/16/2009	14:00	ORDERED NEW MECHATRONICS, RELEASED VEHICLE TO CUSTOMER, CLOSE TICKET, THANKS FOR ASSISTANCE.
05/16/2009	14:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/16/2009	14:10	ISSUE UPDATED

Consultant's Closing Comments

ORDERED NEW MECHATRONICS, RELEASED VEHICLE TO CUSTOMER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453882	RABBIT	2008	WVWKC71K78W [REDACTED]	19910	3885	05/18/2009	USA

Workshop Finding

NO FAULTS, FLUID LEVEL AND CONDITION OK.

Activity Date	Activity Time	Activity Comments
05/18/2009	09:19	ISSUE OPENED BY DEALERSHIP
05/18/2009	09:19	TRANS SLIPS AND BANGS INTO GEAR WHEN STARTING AT LOW SPEEDS UP HILLS AND IN REVERSE.
05/18/2009	09:32	ADVISED TECH TO CHECK MVB 54 IN TCM, IF FIRST 3 DIGITS ARE H07 THRU J22 PLEASE REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW, IF MVB 54 IS OUTSIDE SPECIFIED RANGE PLEASE PERFORM MANUAL BASIC SETTINGS THEN REEVALUATE SHIFT CONCERN. PLEASE ORDER MECH UNIT THAT HAS AN X SUFFIX THEN RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/18/2009	09:32	CUSTOMER COMMENTS: TRANS SLIPS AND BANGS INTO GEAR WHEN STARTING AT LOW SPEEDS UP HILLS AND IN REVERSE.
05/18/2009	09:32	WORKSHOP FINDINGS: NO FAULTS, FLUID LEVEL AND CONDITION OK.
05/21/2009	09:04	MECHATRONICS IS ON ORDER AND THE CUSTOMER WILL BRING THE VEHICLE BACK WHEN THE PART ARRIVES.
05/21/2009	09:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	09:51	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453941	JETTA	2009	3VWTL81K39M [REDACTED]	2784	3885	05/18/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/18/2009	10:12	ISSUE OPENED BY DEALERSHIP
05/18/2009	10:23	CUSTOMER STATES WHILE DRIVING THE TRANSMISSION WILL SHIFT INTO NEUTRAL AND THE PRNDL WILL START FLASHING ON THE DISPLAY CENTER HAS HAPPENED THREE TIMES TO CUST
05/18/2009	10:26	ADVISED THE TECH TO CHECK MVB 54 AND 64 IN THE TCM.
05/18/2009	10:26	CUSTOMER COMMENTS: CUSTOMER STATES WHILE DRIVING THE TRANSMISSION WILL SHIFT INTO NEUTRAL AND THE PRNDL WILL START FLASHING ON THE DISPLAY CENTER HAS HAPPENED THREE TIMES TO CUST
05/18/2009	10:26	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/18/2009	10:39	MVB 54 = J42A0612/ MVB 64= 14/ 19. ADVISE TECH TO REPLACE INPUT SPEED SENSOR AND TEMP SENSOR, AND PERFORM BASIC SETTINGS.
05/22/2009	17:06	INSTALLED TEMP SENSOR PREFORMED BASIC SETTINGS TEST DROVE VEH NO PROBLEMS FOUND
05/26/2009	21:51	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	21:51	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE TEMP SENSOR. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453945	JETTA	2008	3VWRJ71K58M [REDACTED]	13791	3885	05/18/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H46.

Activity Date	Activity Time	Activity Comments
05/18/2009	10:20	ISSUE OPENED BY DEALERSHIP
05/18/2009	10:20	TRANS JUMPS ON TAKE OFF WHEN COLD ALSO DOESNT HOLD REAL WELL ON A HILL
05/18/2009	10:24	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/18/2009	10:24	CUSTOMER COMMENTS: TRANS JUMPS ON TAKE OFF WHEN COLD ALSO DOESNT HOLD REAL WELL ON A HILL
05/18/2009	10:24	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H46.
05/18/2009	11:30	ORDERED PARTS RELEASING CAR
05/18/2009	17:01	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	17:01	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
453948	EOS	2008	WVWBA71F28V [REDACTED]	9447	3885	05/18/2009	USA

Workshop Finding
n/a

Activity Date	Activity Time	Activity Comments
05/18/2009	10:20	CUSTOMER STATES WHILE ACCELERATING THERE IS A HESITATION AND A JOLT .
05/18/2009	10:20	ISSUE OPENED BY DEALERSHIP
05/18/2009	10:24	CUSTOMER COMMENTS: CUSTOMER STATES WHILE ACCELERATING THERE IS A HESITATION AND A JOLT .
05/18/2009	10:24	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
05/18/2009	10:27	ORDERED MECHATRONIC.
05/18/2009	10:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	10:35	ISSUE UPDATED

Consultant's Closing Comments
ORDERED MECHATRONIC.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454026	RABBIT	2008	WVWKC71K78W [REDACTED]	17760	3885	05/18/2009	USA

Workshop Finding

JERKS WHILE DRIVING

Activity Date	Activity Time	Activity Comments
05/18/2009	11:34	ISSUE OPENED BY DEALERSHIP
05/18/2009	11:34	TRANS MAKING VERY HARSH NOISE JUST BEFOR STOP AT LOW SPEEDS,PERFORM BASIC SETTINGS PER TT 37-09-03,STILL DOES IT AT LOW SPEEDS LIKE IN PARKING LOT,FLUID IS CLEAN,FULL AN SMELLS OK,,NO CODES
05/18/2009	11:38	CUSTOMER COMMENTS: TRANS MAKING VERY HARSH NOISE JUST BEFOR STOP AT LOW SPEEDS,PERFORM BASIC SETTINGS PER TT 37-09-03,STILL DOES IT AT LOW SPEEDS LIKE IN PARKING LOT,FLUID IS CLEAN,FULL AN SMELLS OK,,NO CODES
05/18/2009	11:38	GET MVB 54 IN >02
05/18/2009	11:38	WORKSHOP FINDINGS: JERKS WHILE DRIVING
05/18/2009	11:48	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT. MVB 54 IS H37.
05/18/2009	12:00	OK THANKS,,,ORDERED „RED 1005676645,,,THANKS,ILL LET IT GO ,AN IF I HAVE PROBLEMS IIL CALL BACK,,THANKS
05/18/2009	12:54	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	12:54	ISSUE UPDATED

Consultant's Closing Comments

REPLACE MECH

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454111	EOS	2007	WVWFA71F67V [REDACTED]	10512	3885	05/18/2009	USA

Workshop Finding

NO FAULTS, FLUID LEVEL AND CONDITION GOOD. ATTEMPTED BASIC SETTING, NO CHANGE.
TICKET CREATED BY SETH N.

Activity Date	Activity Time	Activity Comments
05/18/2009	13:15	ISSUE OPENED BY DEALERSHIP
05/18/2009	13:15	VEHICLE LURCHES SEVERELY FROM A STOP, CLUTCH ENGAGEMENT "JERKY". ATTEMPTED BASIC SETTING, NO CHANGE. TICKET CREATED BY SETH N.
05/18/2009	13:30	ADVISED TECH TO RUN MANUAL BASIC SETTINGS PER PROCEDURE BELOW THEN REEVALUATE SHIFT CONCERN, IF CONCERN IS RESOLVED RELEASE VEHICLE OTHERWISE PLEASE CALL BACK WITH MVB 54 FROM TCM. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/18/2009	13:30	CUSTOMER COMMENTS: VEHICLE LURCHES SEVERELY FROM A STOP, CLUTCH ENGAGEMENT "JERKY".
05/18/2009	13:30	WORKSHOP FINDINGS: NO FAULTS, FLUID LEVEL AND CONDITION GOOD. ATTEMPTED BASIC SETTING, NO CHANGE. TICKET CREATED BY SETH N.
05/18/2009	14:38	SET BASIC SETTINGS THROUGH 61, 60, DROVE VEHICLE, CONCERNS UNCHANGED. MVB 54 H07G0452
05/18/2009	16:25	REPLACE THE MECH, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST FOR ISSUE
05/18/2009	16:26	SETH IS THE TECH
05/18/2009	17:07	PARTS ORDERED, VEHICLE TO RETURN WHEN PARTS HAVE ARRIVED.
05/19/2009	07:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	07:39	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454117	JETTA	2008	3VWRJ71K38M [REDACTED]	18123	3885	05/18/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/18/2009	13:20	CUSTOMER STATES TRANSMISSION SHIFTS VERY HARD AND CLUNKS INTO GEAR. DUPLICATED COMPLAINT ON TEST-DRIVE. RAN GFF,NO FAULTS. READ MEASURING VALUE BLOCK 54,J03M0290.
05/18/2009	13:20	ISSUE OPENED BY DEALERSHIP
05/18/2009	13:23	CUSTOMER COMMENTS: CUSTOMER STATES TRANSMISSION SHIFTS VERY HARD AND CLUNKS INTO GEAR. DUPLICATED COMPLAINT ON TEST-DRIVE. RAN GFF,NO FAULTS. READ MEASURING VALUE BLOCK 54,J03M0290.
05/18/2009	13:23	REPLACE THE MECHATRONIC, FLUID, FILTER, AND BOLTS
05/19/2009	10:49	ORDERED THE MECHATRONICS CONTROL IT IS ON BACK ORDER, THE CUSTOMER PICKED UP CAR AND WILL RETURN WHEN PART COMES IN. I WILL OPEN ANOTHER VTA IF FURTHER HELP IS NEEDED. THANK YOU
05/19/2009	11:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	11:11	ISSUE UPDATED

Consultant's Closing Comments

ORDERED THE MECHATRONICS CONTROL IT IS ON BACK ORDER, THE CUSTOMER PICKED UP CAR AND WILL RETURN WHEN PART COMES IN. I WILL OPEN ANOTHER VTA IF FURTHER HELP IS NEEDED. THANK YOU

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454162	EOS	2008	WVWBA71F18V [REDACTED]	18547	3885	05/18/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD. BASIC SETTINGS PERFORMED. CONCERN STILL PRESENT. MVB 54 IS K17.

Activity Date	Activity Time	Activity Comments
05/18/2009	14:06	ISSUE OPENED BY DEALERSHIP
05/18/2009	14:06	VEHICLE SHUDDERS UPON TAKE OFF WITH SLIGHT ACCELERATION, CHECKED FOR STORED TROUBLE CODES-NONE PRESENT, CHECKED TRANS FLUID LEVEL AND CONDITION-OK. PREVIOUS VISIT TO DEALER AND FAULT WASN'T DUPLICATED
05/18/2009	14:16	ADVISED THE TECH TO FIND OUT IF ANY OTHER WORK HAS BEEN PERFORMED ON THIS VEHICLE.
05/18/2009	14:16	CUSTOMER COMMENTS: VEHICLE SHUDDERS UPON TAKE OFF WITH SLIGHT ACCELERATION, CHECKED FOR STORED TROUBLE CODES-NONE PRESENT, CHECKED TRANS FLUID LEVEL AND CONDITION-OK. PREVIOUS VISIT TO DEALER AND FAULT WASN'T DUPLICATED
05/18/2009	14:16	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. FLUID LEVEL AND CONDITION ARE GOOD. BASIC SETTINGS PERFORMED. CONCERN STILL PRESENT. MVB 54 IS K17.
05/18/2009	14:22	VEHICLE IS COMPLETE TECH TO CLOSE THE VTA
05/18/2009	14:26	UPDATED MECHATRONICS UNIT INSTALLED ON VEHICLE, FILLING WITH FLUID AND ALL OK.
05/18/2009	17:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	17:00	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454169	EOS	2008	WVWBA71F28V [REDACTED]	6822	3885	05/18/2009	USA

Workshop Finding

VERIFIED CONCERN IN DRIVE AND REVERSE.

Activity Date	Activity Time	Activity Comments
05/18/2009	14:09	CUST STATES WHEN CAR IS AT LOW SPEED, IT SEEMS TO CHUG A LITTLE.
05/18/2009	14:09	ISSUE OPENED BY DEALERSHIP
05/18/2009	14:31	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE ORDER MECH UNIT WITH AN X SUFFIX PART NUMBER THEN RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA. MVB 54 J09 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/18/2009	14:31	CUSTOMER COMMENTS: CUST STATES WHEN CAR IS AT LOW SPEED, IT SEEMS TO CHUG A LITTLE.
05/18/2009	14:31	WORKSHOP FINDINGS: VERIFIED CONCERN IN DRIVE AND REVERSE.
05/18/2009	15:26	PARTS ON ORDER
05/19/2009	07:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	07:43	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454179	RABBIT	2008	WVWFD71K88W [REDACTED]	7873	3885	05/18/2009	USA

Workshop Finding

AS YOU ACCELERATE THE VEHICLE, IT HESITATES SEVERELY, BASIC SETTINGS DID NOT HELP

Activity Date	Activity Time	Activity Comments
05/18/2009	14:22	CUST. STATES CAR SEEMS LIKELY TO STALL FROM A ZERO START. I ROAD TESTED THE CAR. I DID DUPLICATE THE COMPLAINT. SET BASIC SETTINGS FOR THE DSG 60 AND 61. ROAD TEST AGAIN. THE TRANS ACTUALLY GOT WORST. NUMBER FROM VB 54 IS J10D0045.
05/18/2009	14:22	ISSUE OPENED BY DEALERSHIP
05/18/2009	16:50	CUSTOMER COMMENTS: CUST. STATES CAR SEEMS LIKELY TO STALL FROM A ZERO START. I ROAD TESTED THE CAR. I DID DUPLICATE THE COMPLAINT. SET BASIC SETTINGS FOR THE DSG 60 AND 61. ROAD TEST AGAIN. THE TRANS ACTUALLY GOT WORST. NUMBER FROM VB 54 IS J10D0045.
05/18/2009	16:50	REPLACE THE MECHATRONIC, FLUID, FILTER AND BOLTS. SET BASIC SETTINGS AND RETEST FOR ISSUE
05/18/2009	16:50	WORKSHOP FINDINGS: AS YOU ACCELERATE THE VEHICLE, IT HESITATES SEVERELY, BASIC SETTINGS DID NOT HELP
05/21/2009	16:13	REPLACED MECHATRONICS. TRANS IS BETTER NOW.
05/21/2009	17:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	17:56	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONICS. TRANS IS BETTER NOW.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454232	JETTA	2008	3VWRJ71K58M [REDACTED]	13010	3885	05/18/2009	USA

Workshop Finding

TEST DROVE THE VEHICLE AND WAS ABLE TO DUPLICATE THE TRANSMISSION JERKING WHEN SITTING FOR A LITTLE WHILE AND THEN RELEASING THE BRAKE WITH OUT USING THE ACCELERATOR. MONITORED MEASURE VALUE BLOCK #20 AND IN FIELD THREE THE VALUE WOULD FLICKER WITH FIRST GEAR ENGAGED. IT FEELS LIKE THE TRANSMISSION WANTS TO SELECT NEUTRAL WHEN CAUSING THE JERK FROM A STOP.

Activity Date	Activity Time	Activity Comments
05/18/2009	15:28	ISSUE OPENED BY DEALERSHIP
05/18/2009	15:28	WHEN CAR IS STOP AND GO TRAFFIC AS WELL AS ACCELERATING FROM A DEAD STOP SLOWLY CAR SEEMS TO COME OUT OF GEAR AND FEELS LIKE TRYING TO DRIVE A STRAIGHT SHIFT AND NOT KNOWING HOW TO. TEST DROVE THE VEHICLE AND WAS ABLE TO DUPLICATE THE TRANSMISSION JERKING WHEN SITTING FOR A LITTLE WHILE AND THEN RELEASING THE BRAKE WITH OUT USING THE ACCELERATOR. MONITORED MEASURE VALUE BLOCK #20 AND IN FIELD THREE THE VALUE WOULD FLICKER WITH FIRST GEAR ENGAGED. IT FEELS LIKE THE TRANSMISSION WANTS TO SELECT NEUTRAL WHEN CAUSING THE JERK FROM A STOP.
05/18/2009	16:14	CUSTOMER COMMENTS: WHEN CAR IS STOP AND GO TRAFFIC AS WELL AS ACCELERATING FROM A DEAD STOP SLOWLY CAR SEEMS TO COME OUT OF GEAR AND FEELS LIKE TRYING TO DRIVE A STRAIGHT SHIFT AND NOT KNOWING HOW TO.
05/18/2009	16:14	MVB 54 J11, ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/18/2009	16:14	WORKSHOP FINDINGS: TEST DROVE THE VEHICLE AND WAS ABLE TO DUPLICATE THE TRANSMISSION JERKING WHEN SITTING FOR A LITTLE WHILE AND THEN RELEASING THE BRAKE WITH OUT USING THE ACCELERATOR. MONITORED MEASURE VALUE BLOCK #20 AND IN FIELD THREE THE VALUE WOULD FLICKER WITH FIRST GEAR ENGAGED. IT FEELS LIKE THE TRANSMISSION WANTS TO SELECT NEUTRAL WHEN CAUSING THE JERK FROM A STOP.
05/18/2009	17:07	ORDERED THE LISTED ITEMS AND RETURNED THE VEHICLE TO THE CUSTOMER.
05/19/2009	07:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	07:43	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454275	JETTA	2009	3VWAL71K99M [REDACTED]	33878	3885	05/18/2009	USA

Workshop Finding

VALVE BODY WAS REPLACED LESS THEN ONE MONTH AGO. TECH DOES NOT KNOW WHAT FAULTS OR IF FAULTS WERE SET LAST VISIT. TECH STATES HE HAS NOT BEEN ABLE TO DUPLICATE THE SLIPPING CONCERN. WHEN COMING TO A STOP VEHICLE EXHIBITS A HARD DOWNSHIFT CONCERN. THIS IS AN INTERMITTENT CONCERN.

Activity Date	Activity Time	Activity Comments
05/18/2009	16:15	ISSUE OPENED BY DEALERSHIP
05/18/2009	16:15	MIL LIGHT ON AND TRANS SLIP
05/18/2009	16:21	CHECKFLUID LEVEL OK .MECHATRONIC UNIT WAS REPLACED LAST MONTH 4 17 09 .NOW WHENEVER PUT INTO GEAR YOU CAN FEEL MULTISHIFTING ON STAND STILL.
05/19/2009	08:29	ADVISED TECH TO PLEASE CHECK MVB 32. UPDATE THE VTA WITH YOUR FINDINGS.
05/19/2009	08:29	CUSTOMER COMMENTS: MIL LIGHT ON AND TRANS SLIP
05/19/2009	08:29	WORKSHOP FINDINGS: VALVE BODY WAS REPLACED LESS THEN ONE MONTH AGO. TECH DOES NOT KNOW WHAT FAULTS OR IF FAULTS WERE SET LAST VISIT. TECH STATES HE HAS NOT BEEN ABLE TO DUPLICATE THE SLIPPING CONCERN. WHEN COMING TO A STOP VEHICLE EXHIBITS A HARD DOWNSHIFT CONCERN. THIS IS AN INTERMITTENT CONCERN.
05/19/2009	08:30	PLEASE PERFORM BASIC SETTINGS MANUALLY ON THE TRANSMISSION AND REEVALUATE THE CONCERN.
05/19/2009	08:31	IN ORDER TO PERFORM BASIC SETTINGS, THEFOLLOWING REQUIREMENTS SHOULD BE MET: ENGINE AND TRANSMISSION MUST BE UP TO OPERATING TEMPERATURE (MINIMUM OF 30C IN TRANSMISSION). VEHICLE SHOULD BE CLEAR OF ALL FAULT CODES (ECM AND TCM) VEHICLE SHOULD BE IN PARK AND IDLING ENGINE MUST HAVE BEEN RUNNING FOR ONE FULL MINUTE BEFORE BASIC SETTINGS CAN BE PERFORMED.
05/19/2009	08:32	GO INTO VSD, TRANSMISSION ELECTRONICS/GEARBOX ELECTRONICS, BASIC SETTINGS, THEN ENTER #61 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER INTO TEST MODE. ONCE THE NEW SCREEN APPEARS, PUT YOUR FOOT ON THE BRAKE PEDAL AND PRESS ACTIVATE. IT CAN TAKE UP TO 40 SECONDS UNTIL YOU HEAR ANY NOISES IN THE TRANSMISSION. ONCE YOU SEE NEW NUMBERS APPEAR IN THE BOTTOM BOX OF THE BASIC SETTINGS, YOU KNOW THAT THE TEST IS COMPLETE. GO BACK OUT INTO BASIC SETTINGS AND SELECT #60 ON KEYPAD AND SELECT THE "Q" BUTTON TO ENTER THE TEST MODE. FOLLOW STEP #2 AGAIN. ONCE YOU ARE COMPLETED WITH THESE TWO TESTS, SHUT DOWN ENGINE AND RESTART AND ALLOW TO IDLE. CYCLE VEHICLE FROM PARK TO DRIVE 5 TIMES AND THEN FROM PARK TO REVERSE 5 TIMES AS WELL. ROAD TEST VEHICLE 10-15 MILES GOING THROUGH ALL GEARS AUTOMATICALLY AND ALSO THROUGH TIPTRONIC AT VARIOUS SPEEDS AND DRIVING CONDITIONS. SHUT THE VEHICLE OFF AND THEN RESTART AND RE EVALUATE SHIFTING.
05/19/2009	08:38	THIS IS MVB 32 AT IDLE
05/19/2009	13:07	PERFORM BASIC SETTING SEVRAL TIMES TO GET TRANS FROM MAKING MULTISHIFT WHEN PUT INTO PARK OR WHEN COMES TO STOP.ROAD TEST FOR 20 MILES .VARIFIED BY MARK ,SERVICE MANAGER.NOW OPERATING TODESIGN.
05/19/2009	16:21	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	16:21	ISSUE UPDATED

Consultant's Closing Comments

TECHNICIAN PERFORMED BASIC SETTINGS MANUALLY AFTER MECHATRONIC REPLACEMENT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454307	EOS	2009	WVWBA71F69V [REDACTED]	808	3735	05/18/2009	USA

Workshop Finding

LIGHTS FOR P R N D S ALL LIT UP IN MFI. TECH DID NOT VERIFY CONCERN, DROVE APPROX 4 MILES, SCAN FOR DTCS, NONE DETECTED. READ MEASURE VALUE BLOCK 64 IN TCM FIELD ONE IS 84 AND FIELD 2 IS 156.

Activity Date	Activity Time	Activity Comments
05/18/2009	16:53	CUSTOMER STATES THAT SOMETIMES WHEN TRYING TO ACCELERATE FROM A DEAD STOP, VEHICLE WILL NOT MOVE FOR A LONG TIME. LIGHTS FOR P R N D S ALL LIT UP IN MFI. TECH DID NOT VERIFY CONCERN, DROVE APPROX 4 MILES, SCAN FOR DTCS, NONE DETECTED. READ MEASURE VALUE BLOCK 64 IN TCM FIELD ONE IS 84 AND FIELD 2 IS 156.
05/18/2009	16:53	ISSUE OPENED BY DEALERSHIP
05/19/2009	08:10	AFTER REVIEWING MVB 64 ADVISED TECH TO REPLACE INPUT SHAFT SPEED/TEMPERATURE SENSOR, ALSO WILL NEED TO REPLACE MECH BOLTS. CLOSE OUT VTA WHEN COMPLETED.
05/19/2009	08:10	CUSTOMER COMMENTS: CUSTOMER STATES THAT SOMETIMES WHEN TRYING TO ACCELERATE FROM A DEAD STOP, VEHICLE WILL NOT MOVE FOR A LONG TIME.
05/19/2009	08:10	WORKSHOP FINDINGS: LIGHTS FOR P R N D S ALL LIT UP IN MFI. TECH DID NOT VERIFY CONCERN, DROVE APPROX 4 MILES, SCAN FOR DTCS, NONE DETECTED. READ MEASURE VALUE BLOCK 64 IN TCM FIELD ONE IS 84 AND FIELD 2 IS 156.
05/19/2009	08:44	PICTURES ATTACHED
05/19/2009	08:54	ADVISED TECH TO CLEAN LEAK AREA AND SEE IF WE CAN DETERMINE WHERE FLUID IS COMING FROM, ADVISED USING DYE OR LEAK DETECTION POWDER TO PINPOINT LEAK. ATTACH PICTURES AND CALL BACK.
05/19/2009	13:13	PICTURES ATTACHED
05/19/2009	13:21	PICTURES ATTACHED
05/19/2009	13:30	ADVISED THE TECH TO REPLACE THE TRANS.
05/19/2009	15:00	FAXED THE TECH A PARTS RELEASE FORM.
05/20/2009	08:05	SOP TRANSMISSION
05/20/2009	08:25	THANKS FOR THE UPDATE.
05/21/2009	13:34	TRANS IS BACK ORDERED
05/21/2009	16:38	THANKS FOR THE UPDATE.
05/22/2009	13:30	TICKET HAS BEEN ESCALATED TO LEVEL 2 FOR REVIEW..... A2
05/22/2009	17:21	ISSUE SENT TO DEALERSHIP
05/22/2009	17:24	ISSUE SENT TO DEALERSHIP
05/28/2009	15:58	REPLACED TRANSMISSION, RAN BASIC SETTINGS. ROADTEST AND RELEASE VEHICLE
05/28/2009	17:05	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	17:05	ISSUE UPDATED

Consultant's Closing Comments

REPLACED TRANSMISSION, RAN BASIC SETTINGS. ROADTEST AND RELEASE VEHICLE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454340	RABBIT	2008	WVWKC71K08W [REDACTED]	12711	3885	05/18/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/18/2009	17:27	CUSTOMER STATES THE TRANSMISSION IS SLIPPING WHEN FIRST ACCELERATING FROM A STOP. ALSO, VEHICLE SURGES AT IDLE. I ROAD TESTED VEHICLE AND VERIFIED THAT THE WHEN ACCELERATING FAST FROM A STOP THERE IS A LAG, BEFORE THE VEHICLE TAKES OFF. THE SURGING CAN BE FELT WHEN CAR IS AT IDLE WITH MY FOOT ON THE BRAKE. I SCANNED USING GFF AND FOUND NO FAULTS. I BELIEVE THERE WAS A TSB ABOUT DSG TRANSMISSIONS THAT ADDRESSED THESE ISSUES THAT THIS IS NORMAL?
05/18/2009	17:27	ISSUE OPENED BY DEALERSHIP
05/18/2009	17:31	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
05/18/2009	17:31	CUSTOMER COMMENTS: CUSTOMER STATES THE TRANSMISSION IS SLIPPING WHEN FIRST ACCELERATING FROM A STOP. ALSO, VEHICLE SURGES AT IDLE. I ROAD TESTED VEHICLE AND VERIFIED THAT THE WHEN ACCELERATING FAST FROM A STOP THERE IS A LAG, BEFORE THE VEHICLE TAKES OFF. THE SURGING CAN BE FELT WHEN CAR IS AT IDLE WITH MY FOOT ON THE BRAKE. I SCANNED USING GFF AND FOUND NO FAULTS. I BELIEVE THERE WAS A TSB ABOUT DSG TRANSMISSIONS THAT ADDRESSED THESE ISSUES THAT THIS IS NORMAL?
05/18/2009	17:31	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/18/2009	17:36	MVB 54 IS H41. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/18/2009	18:07	PARTS ORDERED AND CAR RELEASED TO CUSTOMER.
05/18/2009	18:08	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/18/2009	18:08	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454413	JETTA	2008	3VWRA71K78M [REDACTED]	28633	3885	05/19/2009	USA

Workshop Finding

AFTER CUSTOMER DROVE WITH ASST. MANAGER FOR AWHILE IN LOCAL TRAFFIC, WITH TRANS HEATING UP, THE HARSHNESS BECOMES MORE EXTREME AND WILL JERK AFTER THE COMPLETE STOP, ALSO CLANKS AT THE SAME TIME. THE HARSH DOWNSHIFT BECOMES WORSE AFTER EXTENDED HIGHWAY DRIVING, THEN TAKING AN EXIT RAMP COMING TO COMPLETE. THEY FEEL THERE IS A LONG DELAY INTO REVERSE FOR ENGAGEMENT.

Activity Date	Activity Time	Activity Comments
05/19/2009	08:08	CUSTOMER CONCERN ABOUT HARSH DOWNSHIFT WHEN COMING TO COMPLETE STOP. AFTER CUSTOMER DROVE WITH ASST. MANAGER FOR AWHILE IN LOCAL TRAFFIC, WITH TRANS HEATING UP, THE HARSHNESS BECOMES MORE EXTREME AND WILL JERK AFTER THE COMPLETE STOP, ALSO CLANKS AT THE SAME TIME. THE HARSH DOWNSHIFT BECOMES WORSE AFTER EXTENDED HIGHWAY DRIVING, THEN TAKING AN EXIT RAMP COMING TO COMPLETE. THEY FEEL THERE IS A LONG DELAY INTO REVERSE FOR ENGAGEMENT.
05/19/2009	08:08	ISSUE OPENED BY DEALERSHIP
05/19/2009	08:24	ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW THEN REEVALUATE CONCERN, IF STILL PRESENT PLEASE CALL BACK IF CONCERN IS RESOLVED PLEASE CLOSE OUT VTA. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/19/2009	08:24	CUSTOMER COMMENTS: CUSTOMER CONCERN ABOUT HARSH DOWNSHIFT WHEN COMING TO COMPLETE STOP.
05/19/2009	08:24	WORKSHOP FINDINGS: AFTER CUSTOMER DROVE WITH ASST. MANAGER FOR AWHILE IN LOCAL TRAFFIC, WITH TRANS HEATING UP, THE HARSHNESS BECOMES MORE EXTREME AND WILL JERK AFTER THE COMPLETE STOP, ALSO CLANKS AT THE SAME TIME. THE HARSH DOWNSHIFT BECOMES WORSE AFTER EXTENDED HIGHWAY DRIVING, THEN TAKING AN EXIT RAMP COMING TO COMPLETE. THEY FEEL THERE IS A LONG DELAY INTO REVERSE FOR ENGAGEMENT.
05/19/2009	08:25	MVB 54 J11 MVB 64 0 AND 0. FLUID LEVEL AND CONDITION GOOD.
05/19/2009	09:47	CAN FEEL HARD DOWNSHIFT 3-2 2-1 PRETTY CONSISTENTLY. A FEW TIMES DID NOT FEEL IT.
05/19/2009	10:02	AFTER REVIEWING CASE INFO ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN REPERFORM MANUAL BASIC SETTINGS. CLOSE OUT VTA.
05/21/2009	14:09	PARTS ON ORDER
05/21/2009	16:38	THANKS FOR THE UPDATE.
05/26/2009	15:31	CALLED TRANSFED TO SOMONE VOICE MAIL
05/26/2009	16:35	SPOKE TO BOB STATES WAITING ON PARTS, BACK ORDERED PARTS
05/27/2009	08:04	MECHATRONICS UNIT. SOP. 5/19/09 RELEASED VEHICLE TO CUSTOMER AS PER TECHLINE'S INSTRUCTIONS (NO ETA ON SOP). WILL SCHEDULE APPOINTMENT WHEN PARTS ARRIVE.
05/27/2009	10:55	MECHATRONICS UNIT. SOP. 5/19/09 RELEASED VEHICLE TO CUSTOMER AS PER TECHLINE'S INSTRUCTIONS (NO ETA ON SOP). WILL SCHEDULE APPOINTMENT WHEN PARTS ARRIVE.
05/27/2009	11:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	11:10	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454431	JETTA	2008	3VWRJ71K98M [REDACTED]	9277	3885	05/19/2009	USA

Workshop Finding
DATE CODE IS J11F0479 MECHATRONIC I PRESUME AGAIN? FLUID LEVEL AND CONDITION GOOD.

Activity Date	Activity Time	Activity Comments
05/19/2009	08:38	DSG BANGS INTO GEARS DATE CODE IS J11F0479 MECHATRONIC I PRESUME AGAIN?
05/19/2009	08:38	ISSUE OPENED BY DEALERSHIP
05/19/2009	08:53	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS. CLOSE OUT VTA WHEN COMPLETED.
05/19/2009	08:53	CUSTOMER COMMENTS: DSG BANGS INTO GEARS.
05/19/2009	08:53	WORKSHOP FINDINGS: DATE CODE IS J11F0479 MECHATRONIC I PRESUME AGAIN? FLUID LEVEL AND CONDITION GOOD.
05/19/2009	10:51	PARTS ORDERED. WILL REOPEN IF NEEDED.
05/19/2009	12:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	12:57	ISSUE UPDATED

Consultant's Closing Comments
TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454553	EOS	2008	WVWBA71F98V [REDACTED]	10276	3885	05/19/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. 3 FAULTS IN THE TCM. MVB 54 IS H29 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
05/19/2009	10:40	ISSUE OPENED BY DEALERSHIP
05/19/2009	10:40	ONCE CREATED A TICKET FOR THIS CAR 4/29/09 UNDER M./LINSTROM COULD NOT GET WEB WITH MY NAME ,WELL THE SAME TWO CODES ARE BACK 00300..17155. ALSO NOW WITH 16992 CONTROL MODULE VSS OUTPUT A ALL CODES ARE SPORADIC JOSHUA HUSTON TOLD ME TO CHECK OIL LEVEL ROADTEST LAST TIME AND IF CODES COMES BACK REPORT BACK TO HIM , CODES NEVER CAME BACK AT THAT TIME HAD MY MANAGER DROVE NEXT DAY WAS OK .NOW CUST, STATE SHIFT INTO NEUTRAL WHILE DRIVING,JUST FINISHED A 10 MILES ON HIGHWAY SHIFTED OK NO NEUTRAL EITHER WHAT TO DO
05/19/2009	10:50	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER, BOLTS AND SPEED/TEMP SENSOR.
05/19/2009	10:50	CUSTOMER COMMENTS: ONCE CREATED A TICKET FOR THIS CAR 4/29/09 UNDER M./LINSTROM COULD NOT GET WEB WITH MY NAME ,WELL THE SAME TWO CODES ARE BACK 00300..17155. ALSO NOW WITH 16992 CONTROL MODULE VSS OUTPUT A ALL CODES ARE SPORADIC JOSHUA HUSTON TOLD ME TO CHECK OIL LEVEL ROADTEST LAST TIME AND IF CODES COMES BACK REPORT BACK TO HIM , CODES NEVER CAME BACK AT THAT TIME HAD MY MANAGER DROVE NEXT DAY WAS OK .NOW CUST, STATE SHIFT INTO NEUTRAL WHILE DRIVING,JUST FINISHED A 10 MILES ON HIGHWAY SHIFTED OK NO NEUTRAL EITHER WHAT TO DO
05/19/2009	10:50	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. 3 FAULTS IN THE TCM. MVB 54 IS H29 AND MVB 64 IS 0/0.
05/26/2009	10:31	CHECK STATES VEH IS GONE D1
05/28/2009	06:44	VEH TRANSFERRED TO 401079
05/28/2009	07:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	07:40	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER, BOLTS AND SPEED/TEMP SENSOR.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454564	EOS	2008	WVWBA71F38V [REDACTED]	10746	3885	05/19/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J07.

Activity Date	Activity Time	Activity Comments
05/19/2009	10:55	ISSUE OPENED BY DEALERSHIP
05/19/2009	10:55	TRANS.HAS HARSH SHIFTS 1ER TO 2END AND IN REVERSE .
05/19/2009	10:58	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/19/2009	10:58	CUSTOMER COMMENTS: TRANS.HAS HARSH SHIFTS 1ER TO 2END AND IN REVERSE .
05/19/2009	10:58	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J07.
05/19/2009	11:02	WAITING FOR PARTS.
05/19/2009	18:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	18:12	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454582	JETTA	2008	3VWRJ71KX8M [REDACTED]	7461	3885	05/19/2009	USA

Workshop Finding

MVB 54 HAS H48 AND MVB 64 HAS 0, 0.

Activity Date	Activity Time	Activity Comments
05/19/2009	11:11	CUST. STATES WHEN COMING TO A STOP AND THEN TAKING OF AGAIN TRANS WONT ENGAGE. TEST DROVE. FELT TRANS SLOW TO ENGAGE WHEN TAKING OF IN REVERSE OR DRIVE, SPOKE WITH CUST. ADVISED THAT AT TIMES IT WONT REACT WHEN HE TRIES TO ACCELERATE,HAS TO PUT VEHICLE INTO PARK AGAIN THEN DRIVE FOR VEHICLE TO RESPOND. NO DTC'S STORED IN MODULES. TCM 02E300050J SV LEVEL 1410. NO LEAKS OR CONTAMINATION FOUND IN DSG OIL
05/19/2009	11:11	ISSUE OPENED BY DEALERSHIP
05/19/2009	11:34	CUSTOMER COMMENTS: CUST. STATES WHEN COMING TO A STOP AND THEN TAKING OF AGAIN TRANS WONT ENGAGE. TEST DROVE. FELT TRANS SLOW TO ENGAGE WHEN TAKING OF IN REVERSE OR DRIVE, SPOKE WITH CUST. ADVISED THAT AT TIMES IT WONT REACT WHEN HE TRIES TO ACCELERATE,HAS TO PUT VEHICLE INTO PARK AGAIN THEN DRIVE FOR VEHICLE TO RESPOND. NO DTC'S STORED IN MODULES. TCM 02E300050J SV LEVEL 1410. NO LEAKS OR CONTAMINATION FOUND IN DSG OIL
05/19/2009	11:34	REPLACE THE MECHATRONIC, BOLTS, FLUID AND FILTER.
05/19/2009	11:34	WORKSHOP FINDINGS: MVB 54 HAS H48 AND MVB 64 HAS 0, 0.
05/26/2009	12:23	FRANCISCO STATES VEH IS WAITING FOR PART P1
06/02/2009	12:14	SPOKE WITH FRANCISCO IN SERVICE..... STATED THAT THEY ARE STILL WAITING FOR THE MECHITRONICS UNIT TO ARRIVE..... P1
06/02/2009	12:19	PARTS RECEIVED, REMOVED AND REPLACED MECH UNIT, BOLTS, FILTER, &GASKET, ADDED NEW DSG OIL, PERFORMED BASIC SETTINGS, ROAD TESTED OPERATING TO SPEC. CLOSING VTA
06/02/2009	12:22	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/02/2009	12:22	ISSUE UPDATED

Consultant's Closing Comments

PARTS RECEIVED, REMOVED AND REPLACED MECH UNIT, BOLTS, FILTER, &GASKET, ADDED NEW DSG OIL, PERFORMED BASIC SETTINGS, ROAD TESTED OPERATING TO SPEC. CLOSING VTA

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454624	EOS	2008	WVWBA71F38V [REDACTED]	11140	3885	05/19/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. MVB 54 IS H18.

Activity Date	Activity Time	Activity Comments
05/19/2009	11:59	CUSTOMER COMPLAINING OF JERKING/SURGING/JUMPING WHEN ACCELERATING AND STARING OFF ON A HILL. ROAD TESTED VEHICLE 10 MILES AND VERIFIED A SLIGHT SURGE/HESISTAION/JERKING WHEN STARTING ON A HILL. CHECKED DTC MEMORRY. NO CODES. CHECKED FLUID LEVEL AND CONDITION, OKAY. PERFORMED TECH TIP FOR ADAPTATION AND ROAD TESTED 10 MILES. THE VEHICLE MAY NEED A MECHATRONIC UNIT. IT STILL EXHIBITS A STALLING/SURGING SYMPTOM. (H18R0363)
05/19/2009	11:59	ISSUE OPENED BY DEALERSHIP
05/19/2009	12:02	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/19/2009	12:02	CUSTOMER COMMENTS: CUSTOMER COMPLAINING OF JERKING/SURGING/JUMPING WHEN ACCELERATING AND STARING OFF ON A HILL. ROAD TESTED VEHICLE 10 MILES AND VERIFIED A SLIGHT SURGE/HESISTAION/JERKING WHEN STARTING ON A HILL. CHECKED DTC MEMORRY. NO CODES. CHECKED FLUID LEVEL AND CONDITION, OKAY. PERFORMED TECH TIP FOR ADAPTATION AND ROAD TESTED 10 MILES. THE VEHICLE MAY NEED A MECHATRONIC UNIT. IT STILL EXHIBITS A STALLING/SURGING SYMPTOM. (H18R0363)
05/19/2009	12:02	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. MVB 54 IS H18.
05/19/2009	12:14	PARTS ORDERED, REDORDER/BACKORDER
05/19/2009	18:12	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	18:12	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454638	EOS	2008	WVWBA71F78V [REDACTED]	8846	3885	05/19/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J09 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
05/19/2009	12:14	ISSUE OPENED BY DEALERSHIP
05/19/2009	12:14	WHEN IN REVERSE OR DRIVE AND TAKING OF TRANS HAS A DOUBLE CLUTCH LIKE EFFECT,TEST DROVE WITH CUST. AND CONFIRMED COMPLAINT. TCM 02E300050P SV LEVEL 1402, NO DTC'S STORED IN TCM OR ECM, MEASURING VALUE 54 DISPLAYS J09,MEASURING VALUE 64 DISPLAY 0,0. NO CONTAMINATION OR LEAKS FOUND.
05/19/2009	12:17	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/19/2009	12:17	CUSTOMER COMMENTS: WHEN IN REVERSE OR DRIVE AND TAKING OF TRANS HAS A DOUBLE CLUTCH LIKE EFFECT,TEST DROVE WITH CUST. AND CONFIRMED COMPLAINT. TCM 02E300050P SV LEVEL 1402, NO DTC'S STORED IN TCM OR ECM, MEASURING VALUE 54 DISPLAYS J09,MEASURING VALUE 64 DISPLAY 0,0. NO CONTAMINATION OR LEAKS FOUND.
05/19/2009	12:17	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J09 AND MVB 64 IS 0/0.
05/26/2009	12:23	FRANSISCO STATES VEH WAITING FOR PART P1
06/02/2009	12:14	SPOKE WITH FRANCISCO IN SERVICE..... STATED THAT THEY ARE STILL WAITING FOR THE MECHITRONICS UNIT TO ARRIVE..... P1
06/04/2009	09:37	STILL WAITING
06/04/2009	19:33	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/11/2009	08:48	WAITING ON PARTS. VEHICLE DOWN.
06/11/2009	17:22	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/25/2009	09:00	WRONG MECH UNIT ARRIVED, MECH UNIT FOR THIS VEHICLE WAS SENT TO ANOTHER DEALER, STILL WAITING ON PARTS.
06/25/2009	23:43	THANK YOU FOR THE UPDATE. REMEMBER TO UPDATE AND CLOSE THE TICKET.
06/26/2009	12:35	RECEIVED CORRECT MECH UNIT, REPLACED MECH UNIT, BOLTS, FILTER, & GASKET, ADDED NEW DSG OIL, PERFORMED BASIC SETTINGS AND TEST DROVE, TRANS NO LONGER HAS DOUBLE CLUTCH LIKE EFFECT.
06/28/2009	21:40	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/28/2009	21:40	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454677	EOS	2008	WVWBA71F38V [REDACTED]	15150	3885	05/19/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/19/2009	13:05	CUSTOMER REPORTS STILL HAVING AN ISSUE WITH SHIFTING, BASIC SETTING PERFORMED 5/14/09 @ 14,988 MILES 4 DAYS, 162 MILES GD
05/19/2009	13:05	ISSUE OPENED BY DEALERSHIP
05/19/2009	13:12	CUSTOMER COMMENTS: CUSTOMER REPORTS STILL HAVING AN ISSUE WITH SHIFTING, BASIC SETTING PERFORMED 5/14/09 @ 14,988 MILES 4 DAYS, 162 MILES GD
05/19/2009	13:12	TECH NEEDS TO REPLACE THE MECHATRONIC, FILTER, FLUID AND BOLTS.
05/19/2009	13:32	ORDERED MECHATRONIC UNIT 5.19.09 , ALSO FLUID, BOLTS AND FILTER CLOSING VTA AS PER REQUEST
05/19/2009	14:15	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	14:15	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONIC UNIT 5.19.09 , ALSO FLUID, BOLTS AND FILTER CLOSING VTA AS PER REQUEST

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454687	EOS	2008	WVWBA71F48V [REDACTED]	13730	3885	05/19/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/19/2009	13:09	CUSTOMER COMPLAINT JERKING FROM A STOP,ROAD TEST TRANSMISSION DOES NOT ENGAGE WHEN MOVING FROM A STOP,TRANSMISSION ENGAGE THEN DISENGAGE UNTIL 15 TO 20 KM,PERFORM BASIC SETTING MANUALLY,JERKING BECAME WOSRE,ROAD TEST ACCORDING TO ETCHLINE,SAME PROBLEM
05/19/2009	13:09	ISSUE OPENED BY DEALERSHIP
05/19/2009	13:29	CUSTOMER COMMENTS: CUSTOMER COMPLAINT JERKING FROM A STOP,ROAD TEST TRANSMISSION DOES NOT ENGAGE WHEN MOVING FROM A STOP,TRANSMISSION ENGAGE THEN DISENGAGE UNTIL 15 TO 20 KM,PERFORM BASIC SETTING MANUALLY,JERKING BECAME WOSRE,ROAD TEST ACCORDING TO ETCHLINE,SAME PROBLEM
05/19/2009	13:29	REPLACED MECHATRONIC UNIT
05/22/2009	13:23	ISSUE UPDATED
05/27/2009	12:08	ISSUE UPDATED
05/27/2009	12:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	12:25	ISSUE UPDATED

Consultant's Closing Comments

REPLACED MECHATRONIC

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454716	EOS	2008	WVWBA71F98V [REDACTED]	10825	3885	05/19/2009	USA

Workshop Finding

CASE INVALID, TECH THOUGHT NEW VTA WAS REQUIRED. VEHICLE REPAIRED ON VTA443234.

Activity Date	Activity Time	Activity Comments
05/19/2009	13:33	CAR WAS IN 4/22/09 FOR TRANSMISSION DSG CONCERN OPEN VTA CAR WAS DIAGNOSED AS NEEDING NEW DSG MECHATRONIC ORDERD PART CAR JUST NOW COMING BACK FOR SERVICE RR MECHATRONICS SET FLUID LEVEL SET DSG BASIC SETTINGS ACORDING TO TB 37-09-03 ROAD TEST REEVALUATE SHIFTING OK IN SPEC 5052 NO DTC
05/19/2009	13:33	ISSUE OPENED BY DEALERSHIP
05/19/2009	13:46	CASE INVALID, TECH THOUGHT NEW VTA WAS REQUIRED. VEHICLE REPAIRED ON VTA443234.
05/19/2009	13:46	CUSTOMER COMMENTS: CAR WAS IN 4/22/09 FOR TRANSMISSION DSG CONCERN OPEN VTA CAR WAS DIAGNOSED AS NEEDING NEW DSG MECHATRONIC ORDERD PART CAR JUST NOW COMING BACK FOR SERVICE RR MECHATRONICS SET FLUID LEVEL SET DSG BASIC SETTINGS ACORDING TO TB 37-09-03 ROAD TEST REEVALUATE SHIFTING OK IN SPEC 5052 NO DTC
05/19/2009	13:46	ISSUE CLOSED BY CONSULTANT - INVALID
05/19/2009	13:46	WORKSHOP FINDINGS: CASE INVALID, TECH THOUGHT NEW VTA WAS REQUIRED. VEHICLE REPAIRED ON VTA443234.

Consultant's Closing Comments

CASE HAS BEEN DETERMINED INVALID BY CONSULTANT
CASE INVALID, TECH THOUGHT NEW VTA WAS REQUIRED. VEHICLE REPAIRED ON VTA443234.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454797	JETTA	2008	3VWRA71K58M [REDACTED]	8227	3885	05/19/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/19/2009	14:43	ISSUE OPENED BY DEALERSHIP
05/19/2009	14:43	TRANSMISSION KICKS WHEN STOPPING AND STARTING ALSO HAS VIBRATION ON ACCEL.ROAD TEST CAR FOUND THAT WHEN STARTING OUT TRANS.JERKS A LITTLE AND WHEN STOPPING CAR JERKS ALSO.
05/19/2009	14:55	ADVISED TO CK MVB 54 AND CALL BACK.
05/19/2009	14:55	CUSTOMER COMMENTS: TRANSMISSION KICKS WHEN STOPPING AND STARTING ALSO HAS VIBRATION ON ACCEL.ROAD TEST CAR FOUND THAT WHEN STARTING OUT TRANS.JERKS A LITTLE AND WHEN STOPPING CAR JERKS ALSO.
05/19/2009	15:02	MVB 54 IS J11N0261
05/19/2009	15:06	ADVISED TO REPLACE MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.
05/19/2009	15:08	WILL BE ORDERING THE MEGATRON UNIT OF THE TRANS.CLOSEING OUT THIS TICKET.
05/19/2009	16:00	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	16:00	ISSUE UPDATED

Consultant's Closing Comments

D1 ORDERED MECHATRONICS UNIT, FLUID, FILTER AND BOLTS.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454819	RABBIT	2008	WVWFV71K48W [REDACTED]	17542	3885	05/19/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H46.

Activity Date	Activity Time	Activity Comments
05/19/2009	15:02	CAR JERKS AT LOW SPEED FROM A STANDSTILL. JERKS IN AND OUT OF GEAR. THIS WOULD BE CAUSED BY A FAULTY MECHTRONC UNIT? THERE ARE NO DTC'S.
05/19/2009	15:02	ISSUE OPENED BY DEALERSHIP
05/19/2009	15:06	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/19/2009	15:06	CUSTOMER COMMENTS: CAR JERKS AT LOW SPEED FROM A STANDSTILL. JERKS IN AND OUT OF GEAR. THIS WOULD BE CAUSED BY A FAULTY MECHTRONC UNIT? THERE ARE NO DTC'S.
05/19/2009	15:06	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H46.
05/19/2009	15:13	THANKS.
05/19/2009	18:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	18:11	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454831	RABBIT	2008	WVWFV71K58W [REDACTED]	20640	3885	05/19/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H41.

Activity Date	Activity Time	Activity Comments
05/19/2009	15:07	CUSTOMER STATES WHEN AT A STOP OR ACCELERATING AT SLOW SPEEDS VEHICLE JERKS. I TEST DROVE CAR AND DUPLICATED PROBLEM IT ALSO HAPPENS IN REVERSE. I CHECKED GFF AND THERE WAS A FAULT FOR THE N249 VALVE.I REPAIRED THAT FAULT AND TEST DROVE CAR AGAIN, IT STILL LURCHES AND THERE ARE NO FAULTS IN THE TRANS. CONTROL. CHECKED MVB 54 AND IT IS [H41A0106]
05/19/2009	15:07	ISSUE OPENED BY DEALERSHIP
05/19/2009	16:01	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/19/2009	16:01	CUSTOMER COMMENTS: CUSTOMER STATES WHEN AT A STOP OR ACCELERATING AT SLOW SPEEDS VEHICLE JERKS. I TEST DROVE CAR AND DUPLICATED PROBLEM IT ALSO HAPPENS IN REVERSE. I CHECKED GFF AND THERE WAS A FAULT FOR THE N249 VALVE.I REPAIRED THAT FAULT AND TEST DROVE CAR AGAIN, IT STILL LURCHES AND THERE ARE NO FAULTS IN THE TRANS. CONTROL. CHECKED MVB 54 AND IT IS [H41A0106]
05/19/2009	16:01	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H41.
05/19/2009	16:43	ORDERED THE MECH. UNIT. CUSTOMER IS GOING TO PICK UP CAR, WILL RETURN WHEN PARTS ARE HERE. WILL OPEN A NEW VTA IF FURTHER HELP NEEDED. THANK YOU
05/19/2009	18:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	18:11	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454877	EOS	2008	WVWFA71F08V [REDACTED]	18192	3885	05/19/2009	USA

Workshop Finding

VEHICLE ROAD TESTED, AND IT WAS FOUND TO HAVE A SEVERE DELAY WHEN ENGAGING GEAR. NO FAULTS RECORDED.

Activity Date	Activity Time	Activity Comments
05/19/2009	15:49	CUSTOMER SAYS THAT THE VEHICLE HESITATES UNDER ACCELERATION. VEHICLE ROAD TESTED, AND IT WAS FOUND TO HAVE A SEVERE DELAY WHEN ENGAGING GEAR. NO FAULTS RECORDED.
05/19/2009	15:49	ISSUE OPENED BY DEALERSHIP
05/19/2009	15:55	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS.
05/19/2009	15:55	CUSTOMER COMMENTS: CUSTOMER SAYS THAT THE VEHICLE HESITATES UNDER ACCELERATION.
05/19/2009	15:55	WORKSHOP FINDINGS: VEHICLE ROAD TESTED, AND IT WAS FOUND TO HAVE A SEVERE DELAY WHEN ENGAGING GEAR. NO FAULTS RECORDED.
05/19/2009	15:56	MVB 54 H25
05/20/2009	07:59	MECHATRONICS UNIT HAS BEEN ORDERED. WILL REPAIR WHEN IT ARRIVES. VEHICLE RETURNED TO CUSTOMER.
05/20/2009	08:25	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2009	08:25	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454906	JETTA	2009	3VWTL81K09M [REDACTED]	1371	3885	05/19/2009	USA

Workshop Finding

MVB 64 HAS 15 IN FIELD 1 AND 26 IN FIELD 2. MVB 54 HAS J40

Activity Date	Activity Time	Activity Comments
05/19/2009	16:17	CUSTOMER STATES THE DISPLAY IN THE INSTRUMENT CLUSTER INDICATES ALL GEARS AT THE SAME TIME, ATH THAT TIME CAR SEEMS TO BE IN NEUTRAL, HE PULLS OVER SHUTS IT OFF AND RESTARTS IT AND IT GOES AWAYL. HAPPENED ABOUT TEN TIMES IN A COUPLE WEEKS. RAN GFF AND FOUND NO FAULTS.
05/19/2009	16:17	ISSUE OPENED BY DEALERSHIP
05/19/2009	16:29	CUSTOMER COMMENTS: CUSTOMER STATES THE DISPLAY IN THE INSTRUMENT CLUSTER INDICATES ALL GEARS AT THE SAME TIME, ATH THAT TIME CAR SEEMS TO BE IN NEUTRAL, HE PULLS OVER SHUTS IT OFF AND RESTARTS IT AND IT GOES AWAYL. HAPPENED ABOUT TEN TIMES IN A COUPLE WEEKS. RAN GFF AND FOUND NO FAULTS.
05/19/2009	16:29	TECH NEEDS TO REPLACE THE G509 WHICH IS THE SPEED/TEMP SENSOR LOCATED INSIDE THE TRANS PAN MOUNTED IN THE TRANS CASING.
05/19/2009	16:29	WORKSHOP FINDINGS: MVB 64 HAS 15 IN FIELD 1 AND 26 IN FIELD 2. MVB 54 HAS J40
05/26/2009	16:00	P1SPOKE TO LOU IN SERVICE WAITING ON PARTS
05/27/2009	17:44	SENSOR IS ORDERED WAITING TO RECIEVE PART. CAR IS STILL HERE.
05/28/2009	08:02	THANKS FOR THE UPDATE
06/02/2009	14:59	SPOKE WITH RON IN SERVICE..... STATED THAT THEY ARE STILL WAITING ON PARTS TO ARRIVE..... P1
06/11/2009	11:27	CAR WAS REPAIRED. THANKS FOR THE ASSISTANCE.
06/11/2009	12:39	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/11/2009	12:39	ISSUE UPDATED

Consultant's Closing Comments

REPLACED THE G509

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454911	JETTA	2008	3VWRJ71KX8M [REDACTED]	19069	3885	05/19/2009	USA

Workshop Finding

SHOP FINDINGS, VERIFIED CONCERN, FOUND VEHICLE TO SURGE FROM A STOP WITH LIGHT PEDAL APPLICATION. FOUND NO DTC'S IN ENGINE OR TRANS WITH GUIDED FAULT FIND. PERFORMED BASIC SETTING FOR DSG, AND TEST DROVE, VEHICLE DOES NOT ENGAGE 1ST UNTIL ~1100 RPM WITH A LIGHT BANG NOISE. SAME IN REVERSE. SURGE OCCURS IN REVERSE AS WELL. FLUID LEVEL AND CONDITION GOOD.

Activity Date	Activity Time	Activity Comments
05/19/2009	16:23	CUST. STATES- CAR SURGES/HESITATES FROM STOP, NOT SMOOTH. SHOP FINDINGS, VERIFIED CONCERN, FOUND VEHICLE TO SURGE FROM A STOP WITH LIGHT PEDAL APPLICATION. FOUND NO DTC'S IN ENGINE OR TRANS WITH GUIDED FAULT FIND. PERFORMED BASIC SETTING FOR DSG, AND TEST DROVE, VEHICLE DOES NOT ENGAGE 1ST UNTIL ~1100 RPM WITH A LIGHT BANG NOISE. SAME IN REVERSE. SURGE OCCURS IN REVERSE AS WELL.
05/19/2009	16:23	ISSUE OPENED BY DEALERSHIP
05/19/2009	16:31	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/19/2009	16:31	CUSTOMER COMMENTS: CUST. STATES- CAR SURGES/HESITATES FROM STOP, NOT SMOOTH.
05/19/2009	16:31	WORKSHOP FINDINGS: SHOP FINDINGS, VERIFIED CONCERN, FOUND VEHICLE TO SURGE FROM A STOP WITH LIGHT PEDAL APPLICATION. FOUND NO DTC'S IN ENGINE OR TRANS WITH GUIDED FAULT FIND. PERFORMED BASIC SETTING FOR DSG, AND TEST DROVE, VEHICLE DOES NOT ENGAGE 1ST UNTIL ~1100 RPM WITH A LIGHT BANG NOISE. SAME IN REVERSE. SURGE OCCURS IN REVERSE AS WELL. FLUID LEVEL AND CONDITION GOOD.
05/19/2009	16:47	ORDERED PARTS AND RELEASED VEHICLE.
05/19/2009	16:47	THANKS.
05/20/2009	07:35	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2009	07:35	ISSUE SENT TO DEALERSHIP
05/20/2009	07:35	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454962	RABBIT	2008	WVWHV71K18W [REDACTED]	15964	3735	05/19/2009	USA

Workshop Finding

MVB 64= 0 0 MVB 54 = H40F0204

Activity Date	Activity Time	Activity Comments
05/19/2009	17:18	ISSUE OPENED BY DEALERSHIP
05/19/2009	17:18	WHEN ACCELERATING AT 2500 RPMS-HAS A HARSH SHIFT AND A HISS NOISE WHEN SHIFTS
05/19/2009	17:26	ADVISE TECH TO REPLACE MECHATRONICS , FLUID, FILTER AND BOLTS.
05/19/2009	17:26	CUSTOMER COMMENTS: WHEN ACCELERATING AT 2500 RPMS-HAS A HARSH SHIFT AND A HISS NOISE WHEN SHIFTS
05/19/2009	17:26	WORKSHOP FINDINGS: MVB 64= 0 0 MVB 54 = H40F0204
05/20/2009	10:53	ORDERED MECHATRONIC-PART ON BACKORDER
05/21/2009	18:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	18:10	ISSUE UPDATED

Consultant's Closing Comments

ORDERED MECHATRONIC-PART ON BACKORDER

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454975	EOS	2008	WVWBA71F78V [REDACTED]	8026	3885	05/19/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H46.

Activity Date	Activity Time	Activity Comments
05/19/2009	17:33	C/S VEHICLE JERKS, FEELS AS IF IT WILL STALL , DOES NOT ENGAGE GEAR FROM IDLE- DUPLICATED CONCERN FOUND WILL REV TO 1500 RPM BEFORE ENGAGING GEAR OFF IDLE. CHECKED FLUID LEVEL-OK CHECK CONDITION LOOKED OK NO CLUTCH MATERIAL PRESENT- NO FAULTS IN ENGINE OR TRANSMISSION- CLEARED FAULTS IN ENGINE AND TRANS. SET BASIC SETTINGS 61 AND 60 TEST DROVE 17 MILES- STILL JERKING CHECK SERIAL NUMBER IN VALUE BLOCK 54-H46K0427
05/19/2009	17:33	ISSUE OPENED BY DEALERSHIP
05/19/2009	17:36	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/19/2009	17:36	CUSTOMER COMMENTS: C/S VEHICLE JERKS, FEELS AS IF IT WILL STALL , DOES NOT ENGAGE GEAR FROM IDLE- DUPLICATED CONCERN FOUND WILL REV TO 1500 RPM BEFORE ENGAGING GEAR OFF IDLE. CHECKED FLUID LEVEL-OK CHECK CONDITION LOOKED OK NO CLUTCH MATERIAL PRESENT- NO FAULTS IN ENGINE OR TRANSMISSION- CLEARED FAULTS IN ENGINE AND TRANS. SET BASIC SETTINGS 61 AND 60 TEST DROVE 17 MILES- STILL JERKING CHECK SERIAL NUMBER IN VALUE BLOCK 54-H46K0427
05/19/2009	17:36	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H46.
05/19/2009	17:43	ORDERED PARTS
05/19/2009	18:11	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	18:11	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
454984	EOS	2008	WVWFA71F38V [REDACTED]	11181	3885	05/19/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H49.

Activity Date	Activity Time	Activity Comments
05/19/2009	17:45	CUSTOMER STATES HESITATION FROM STOPS WHEN ACCELERATING. TRANSMISSION IS SURGING WHEN ENGAGING IN FIRST GEAR.
05/19/2009	17:45	ISSUE OPENED BY DEALERSHIP
05/19/2009	17:50	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/19/2009	17:50	CUSTOMER COMMENTS: CUSTOMER STATES HESITATION FROM STOPS WHEN ACCELERATING. TRANSMISSION IS SURGING WHEN ENGAGING IN FIRST GEAR.
05/19/2009	17:50	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H49.
05/19/2009	18:01	SPECIAL ORDER MECH UNIT, BOLTS FLUID AND FILTER.
05/19/2009	18:10	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/19/2009	18:10	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455058	JETTA	2008	3VWRJ71K38M [REDACTED]	19472	3885	05/20/2009	USA

Workshop Finding

CHECKED FLUID LEVEL AND LEVEL OK. NO FAULTS STORED. PERFORMED BASIC SETTINGS OF TRANS AND CHECKED AFTER. SHIFTING IS STILL THE SAME AFTER. PLEASE ADVISE.

Activity Date	Activity Time	Activity Comments
05/20/2009	08:52	ISSUE OPENED BY DEALERSHIP
05/20/2009	08:52	VEHICLE HAS A VERY HARSH AND JERKY ENGAGEMENT FROM A STOP. CHECKED FLUID LEVEL AND LEVEL OK. NO FAULTS STORED. PERFORMED BASIC SETTINGS OF TRANS AND CHECKED AFTER. SHIFTING IS STILL THE SAME AFTER. PLEASE ADVISE.
05/20/2009	09:08	AFTER REVIEWING MVB 54 AND 64 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS AGAIN. PLEASE RELEASE VEHICLE AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 J06 MVB 64 0 0.
05/20/2009	09:08	CUSTOMER COMMENTS: VEHICLE HAS A VERY HARSH AND JERKY ENGAGEMENT FROM A STOP.
05/20/2009	09:08	WORKSHOP FINDINGS: CHECKED FLUID LEVEL AND LEVEL OK. NO FAULTS STORED. PERFORMED BASIC SETTINGS OF TRANS AND CHECKED AFTER. SHIFTING IS STILL THE SAME AFTER. PLEASE ADVISE.
05/20/2009	11:24	ORDERED MECHATRONICS UNIT. RELEASED VEHICLE TO CUSTOMER UNTIL PART IS RECEIVED.
05/21/2009	09:56	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	09:56	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455188	EOS	2008	WVWBA71F88V [REDACTED]	18408	3885	05/20/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED.

Activity Date	Activity Time	Activity Comments
05/20/2009	11:15	ISSUE OPENED BY DEALERSHIP
05/20/2009	11:15	TRANS IS HARSHLY SHIFTING FROM STANDING START. PERFORM BASIC SETTINGS. NO DTCS, STILL SHIFTING HARSHLY.
05/20/2009	11:18	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
05/20/2009	11:18	CUSTOMER COMMENTS: TRANS IS HARSHLY SHIFTING FROM STANDING START. PERFORM BASIC SETTINGS. NO DTCS, STILL SHIFTING HARSHLY.
05/20/2009	11:18	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED.
05/20/2009	11:27	MVB 54 IS H40. ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/20/2009	11:29	PARTS ON ORDER. THANKS GLEN
05/20/2009	17:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/20/2009	17:34	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455231	RABBIT	2008	WVWKC71K18W [REDACTED]	28525	3885	05/20/2009	USA

Workshop Finding

MVB 54 IS H23 AND MVB 64 IS 0, 0.

Activity Date	Activity Time	Activity Comments
05/20/2009	11:54	ISSUE OPENED BY DEALERSHIP
05/20/2009	11:54	VEHICLE ROAD TESTED WITH CUSTOMER TO CHECK TRANSMISSION OPERATION. TIPTRONIC PADDLES INOPERATIVE, ALSO SEVERE ENGAGEMENT WHEN PUT IN 1ST OR REVERSE.
05/20/2009	12:10	CUSTOMER COMMENTS: VEHICLE ROAD TESTED WITH CUSTOMER TO CHECK TRANSMISSION OPERATION. TIPTRONIC PADDLES INOPERATIVE, ALSO SEVERE ENGAGEMENT WHEN PUT IN 1ST OR REVERSE.
05/20/2009	12:10	TECH NEEDS TO DRIVE THE VEH AND MONITOR MVB 63 FIELD 1 WHILE USING THE SHIFT PADDLES. 0 MEANS NO SIGNAL AND 1 MEANS THERE IS A SIGNAL. CALL BACK AND ASK FOR LEVEL 2
05/20/2009	12:10	WORKSHOP FINDINGS: MVB 54 IS H23 AND MVB 64 IS 0, 0.
05/20/2009	14:28	ISSUE UPDATED
05/20/2009	14:28	TRANSFERRED TO CG'S VOICEMAIL.
05/20/2009	17:48	SPOKE WITH THE TECH AND ADVISED THAT WE WOULD BE CHANGING THE MECH HOWEVER WE STILL NEED TO INSPECT AND FURTHER DIAGNOSE THE PADDLES IN THE AM
05/21/2009	14:33	THE J527 SHOULD BE A BK SUFFIXED PART (AQ CURRENTLY IN THE VEHICLE PER TECH). ALSO REPLACE THE J453. ALSO REPLACE THE MECH, FLUID, FILTER AND BOLTS. CODE THE MODULES PROPERLY, SET BASIC SETTINGS AND RETEST FOR ISSUE
05/21/2009	16:54	PARTS ON ORDER. WILL REPAIR WHEN THEY ARRIVE. VEHICLE RETURNED TO CUSTOMER.
05/21/2009	17:57	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	17:57	ISSUE UPDATED

Consultant's Closing Comments

THE J527 SHOULD BE A BK SUFFIXED PART (AQ CURRENTLY IN THE VEHICLE PER TECH). ALSO REPLACE THE J453. ALSO REPLACE THE MECH, FLUID, FILTER AND BOLTS. CODE THE MODULES PROPERLY, SET BASIC SETTINGS AND RETEST FOR ISSUE

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455288	EOS	2008	WVWBA71F58V [REDACTED]	16646	3885	05/20/2009	USA

Workshop Finding

TESTED VEHICLE DUPLACTED PROBLEM. SCANNED FOR FAULTS NO FAULTS IN SYSTEM. TCM PART NUMBER 02E300050P CODING 20 SOFTWARE LEVEL 1402.

Activity Date	Activity Time	Activity Comments
05/20/2009	12:51	CUSTOMER REPORTS THAT CAR SEEMS TO SURGE WHEN ACCELERTATING FROM A STOP. TESTED VEHICLE DUPLACTED PROBLEM. SCANNED FOR FAULTS NO FAULTS IN SYSTEM. TCM PART NUMBER 02E300050P CODING 20 SOFTWARE LEVEL 1402.
05/20/2009	12:51	ISSUE OPENED BY DEALERSHIP
05/20/2009	12:58	AFTER REVIEWING MVB 54 ADVISED TECH TO REPLACE MECH UNIT, BOLTS, FILTER AND FLUID THEN PERFORM MANUAL BASIC SETTINGS PER PROCEDURE BELOW. PLEASE RELEASE VEHICLE TO CUSTOMER AND CLOSE OUT VTA WHEN PARTS ARE ORDERED. MVB 54 J06 ADVISED TECH TO PERFORM MANUAL BASIC SETTINGS. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/20/2009	12:58	CUSTOMER COMMENTS: CUSTOMER REPORTS THAT CAR SEEMS TO SURGE WHEN ACCELERTATING FROM A STOP.
05/20/2009	12:58	WORKSHOP FINDINGS: TESTED VEHICLE DUPLACTED PROBLEM. SCANNED FOR FAULTS NO FAULTS IN SYSTEM. TCM PART NUMBER 02E300050P CODING 20 SOFTWARE LEVEL 1402.
05/20/2009	13:32	SOP PARTS FOR VEHICLE. B/O FOR 6 WEEKS.
05/21/2009	09:58	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	09:58	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE MECH UNIT, COMPLETED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455407	EOS	2008	WVWFA71F88V [REDACTED]	17582	3885	05/20/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H23 AND MVB 64 IS 0/0.

Activity Date	Activity Time	Activity Comments
05/20/2009	14:53	CAR SEAM TO DROP OUT OF GEAR AT IDLE,CAR BUCKS WHILE SLOWLY ACCELERATING WHILE GOING UP A HILL , NO CODES IN COMPUTER , CK FLUID OK ,COULD NOT FIND ANY TSBS, OR ANY TECH SOLUTIONS.
05/20/2009	14:53	ISSUE OPENED BY DEALERSHIP
05/20/2009	15:01	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/20/2009	15:01	CUSTOMER COMMENTS: CAR SEAM TO DROP OUT OF GEAR AT IDLE,CAR BUCKS WHILE SLOWLY ACCELERATING WHILE GOING UP A HILL , NO CODES IN COMPUTER , CK FLUID OK ,COULD NOT FIND ANY TSBS, OR ANY TECH SOLUTIONS.
05/20/2009	15:01	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H23 AND MVB 64 IS 0/0.
05/27/2009	08:27	PARTS WERE ORDERED. CUSTOMER WILL RETURN FOR INSTALL.
05/27/2009	21:13	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/27/2009	21:13	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455410	JETTA	2008	3VWRA71K48M [REDACTED]	12205	3735	05/20/2009	USA

Workshop Finding

n/a

Activity Date	Activity Time	Activity Comments
05/20/2009	14:55	ISSUE OPENED BY DEALERSHIP
05/20/2009	14:55	VTA TICKET ACCESS CODE:44399 AUTHORIZED A NEW MECHATRONICS UNIT FOR THE VEHICLE. THE PART WAS RED ORDER AND THE WRONG MECHATRONICS UNIT FINALLY ARRIVED. BRYAN MCDONALD AND KAREN RIVEROS AUTHORIZED INSTALLING A NEW TRANSMISSION ON 5.15.09
05/20/2009	15:04	CUSTOMER COMMENTS: VTA TICKET ACCESS CODE:44399 AUTHORIZED A NEW MECHATRONICS UNIT FOR THE VEHICLE. THE PART WAS RED ORDER AND THE WRONG MECHATRONICS UNIT FINALLY ARRIVED. BRYAN MCDONALD AND KAREN RIVEROS AUTHORIZED INSTALLING A NEW TRANSMISSION ON 5.15.09
05/20/2009	15:04	PER TECH BRYAN MCDONALD AND KAREN RIVEROS AUTHORIZED INSTALLING A NEW TRANSMISSION ON 5.15.09
05/20/2009	15:24	NEW TRANS INSTALLED. THANKS
05/21/2009	17:50	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	17:50	ISSUE UPDATED

Consultant's Closing Comments

NEW TRANS INSTALLED.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455443	EOS	2008	WVWBA71F68V [REDACTED]	18317	3885	05/20/2009	USA

Workshop Finding

CONCERN NOT VERIFIED.

Activity Date	Activity Time	Activity Comments
05/20/2009	15:29	C/S CAR BUCKS JERKS AT LOWER SPEEDS
05/20/2009	15:29	ISSUE OPENED BY DEALERSHIP
05/20/2009	15:42	ADVISED TECH TO VERIFY CONCERN, MAY NEED TO COLD START IN AM, SEE IF CONCERN ALSO HAPPENS IN REVERSE, IF CONCERN IS VERIFIED GET MVB 54 IN TCM AND CALL BACK. IF CONCERN IS NOT VERIFIED PLEASE CLOSE OUT VTA. THE BASIC SETTINGS PROCEDURE IS BELOW. VEHICLE SELF DIAGNOSIS, CLEAR ECM AND TCM MEMORY, VEHICLE RUNNING AND AT OPERATING TEMPERATURE. FOOT ON BRAKE WITH VEHICLE IN PARK, BASIC SETTINGS TRANS. ENTER 61Q AND ACTIVATE, WHEN NUMBERS APPEAR IN LOWER BOX BACK OUT ONE SCREEN AND ENTER 60Q AND ACTIVATE, WHEN NUMBERS APPEAR CYCLE THE KEY OFF THEN ON, ROAD TEST VEHICLE 15 MILES GOING THROUGH ALL GEARS AND VARIOUS SPEEDS. REEVALUATE CONCERN AND UPDATE VTA.
05/20/2009	15:42	CUSTOMER COMMENTS: C/S CAR BUCKS JERKS AT LOWER SPEEDS.
05/20/2009	15:42	WORKSHOP FINDINGS: CONCERN NOT VERIFIED.
05/27/2009	08:43	VERIFIED COMPLAINT. CLOSING VTA.
05/27/2009	12:30	RICHARD WHAT REPAIR WAS PERFORMED. PLEASE CALL BACK IF CONCERN WAS VERIFIED.
05/28/2009	15:37	AS PER OUR CONVERSATION. I VERIFIED COMPLAINT AND ORDERED A NEW MECHATRON UNIT. MVB 54 IN TCM J06D0103(PART #). PART ON NATIONAL BACK ORDER. ORDER DATE 05/22/2009 SALES DOC. NUMBER 1005691412 ETA 06/30/2009 CAR IS DOWN
05/28/2009	15:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	15:47	ISSUE UPDATED

Consultant's Closing Comments

TECH REPLACED THE MECH UNIT. VEHICLE OPERATING TO SPEC AT THIS TIME.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455633	JETTA	2008	3VWRJ71K58M [REDACTED]	13740	3885	05/21/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J13. NOISE TO BE DEEMED NORMAL AT THIS TIME.

Activity Date	Activity Time	Activity Comments
05/21/2009	09:09	CUSTOMER COMPLAINED OF TRANSMISSION SEEMING TO HESITATE, ALSO THAT THE CAR STALLED ONCE WHEN VEHICLE WAS PUT IN REVERSE, TEST DROVE FOUND HESITATION WHEN TAKING OFF FROM STANDSTILL THEN HARSH SHIFT UP 1-2, 3-4, AND A HARSH DOWNSHIFT 3-2-1, ALSO ALOT OF NOISE COMING FROM TRANS, PULLED CODES USING GFF FOUND NO CODES STORED, SET BASIC SETTING FOR DSG TEST DROVE AGAIN, NO CHANGE IN ISSUE
05/21/2009	09:09	ISSUE OPENED BY DEALERSHIP
05/21/2009	09:16	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/21/2009	09:16	CUSTOMER COMMENTS: CUSTOMER COMPLAINED OF TRANSMISSION SEEMING TO HESITATE, ALSO THAT THE CAR STALLED ONCE WHEN VEHICLE WAS PUT IN REVERSE, TEST DROVE FOUND HESITATION WHEN TAKING OFF FROM STANDSTILL THEN HARSH SHIFT UP 1-2, 3-4, AND A HARSH DOWNSHIFT 3-2-1, ALSO ALOT OF NOISE COMING FROM TRANS, PULLED CODES USING GFF FOUND NO CODES STORED, SET BASIC SETTING FOR DSG TEST DROVE AGAIN, NO CHANGE IN ISSUE
05/21/2009	09:16	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J13. NOISE TO BE DEEMED NORMAL AT THIS TIME.
05/28/2009	10:23	WAITING FOR PARTS, RED ORDERED, WILL REOPEN CASE WHEN THEY ARRIVE. CUSTOMER IS DRIVING THE CAR
05/28/2009	11:43	ISSUE UPDATED
05/28/2009	13:34	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/28/2009	13:34	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455638	JETTA	2008	3VWRJ71K48M [REDACTED]	17794	3885	05/21/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.

Activity Date	Activity Time	Activity Comments
05/21/2009	09:15	CUSTOMER STATES AFTER DRIVING ON DEACCELERATION AND STOP, CAR SURGES AND JERKS AT LOW SPEED, 10 MPH. FOUND DSG ENGAGING AND DISENGAGING ON TAKE OFF. CAN DUPLICATE ON THE RACK. BELIEVE MECHATRONIC TO BE FAULTY.
05/21/2009	09:15	ISSUE OPENED BY DEALERSHIP
05/21/2009	09:21	ADVISED THE TECH TO CHECK MVB 54 IN THE TCM.
05/21/2009	09:21	CUSTOMER COMMENTS: CUSTOMER STATES AFTER DRIVING ON DEACCELERATION AND STOP, CAR SURGES AND JERKS AT LOW SPEED, 10 MPH. FOUND DSG ENGAGING AND DISENGAGING ON TAKE OFF. CAN DUPLICATE ON THE RACK. BELIEVE MECHATRONIC TO BE FAULTY.
05/21/2009	09:21	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM.
05/21/2009	09:29	MVB 54 H49N0178
05/21/2009	09:33	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/21/2009	09:39	ORDERING PARTS. THANK YOU.
05/21/2009	10:44	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	10:44	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455644	EOS	2008	WVWBA71F68V [REDACTED]	11440	3885	05/21/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H37.

Activity Date	Activity Time	Activity Comments
05/21/2009	09:22	C/S WHEN COMING TO A STOP AND THEN GOING AGAIN VEHICLE WILL JOLT AND BUCK. THIS HAPPENS EVERY TIME.TECH DUPLICATED ISSUE WITH CUSTOMER.(H37C0129) GEARBOX ELECT. MVB 54
05/21/2009	09:22	ISSUE OPENED BY DEALERSHIP
05/21/2009	09:30	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/21/2009	09:30	CUSTOMER COMMENTS: C/S WHEN COMING TO A STOP AND THEN GOING AGAIN VEHICLE WILL JOLT AND BUCK. THIS HAPPENS EVERY TIME.TECH DUPLICATED ISSUE WITH CUSTOMER.(H37C0129) GEARBOX ELECT. MVB 54
05/21/2009	09:30	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS H37.
05/21/2009	09:38	ORDERED PARTS
05/21/2009	10:43	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	10:43	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455674	JETTA	2008	3VWRA71K48M [REDACTED]	8963	3885	05/21/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J12.

Activity Date	Activity Time	Activity Comments
05/21/2009	09:59	ISSUE OPENED BY DEALERSHIP
05/21/2009	09:59	VEHICLE IS SHIFTING HARD INTO GEAR FROM A STOPPED POSITION. ONCE STOPPED, LET GO OF THE BRAKE AND THE TRANS ENGAGES HARD. ALSO, DOWN-SHIFTS HARD WHEN COMING TO A STOP. TRANS ALSO WILL SHIFT IRRATICALLY AT SLOW SPEEDS. ATTACHED IS A VSD SCREEN SHOT OF TRANS. BASIC SETTINGS HAVE BEEN SET SEVERAL TIMES WITH NO CHANGE IN SHIFTING.
05/21/2009	10:00	FILE.
05/21/2009	10:06	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/21/2009	10:06	CUSTOMER COMMENTS: VEHICLE IS SHIFTING HARD INTO GEAR FROM A STOPPED POSITION. ONCE STOPPED, LET GO OF THE BRAKE AND THE TRANS ENGAGES HARD. ALSO, DOWN-SHIFTS HARD WHEN COMING TO A STOP. TRANS ALSO WILL SHIFT IRRATICALLY AT SLOW SPEEDS. ATTACHED IS A VSD SCREEN SHOT OF TRANS. BASIC SETTINGS HAVE BEEN SET SEVERAL TIMES WITH NO CHANGE IN SHIFTING.
05/21/2009	10:06	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J12.
05/21/2009	10:17	ORDERED THE MECH. UNIT.
05/21/2009	10:41	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/21/2009	10:41	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455701	JETTA	2008	3VWRJ71K08M [REDACTED]	16858	3885	05/21/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J14.

Activity Date	Activity Time	Activity Comments
05/21/2009	10:22	CUSTOMER STATES ONLY ON TAKE OFF FROM A DEAD STOP IT WILL STUMBLE AND JERK, ALSO IN REVERSE, AT HIGHER SPEEDS IT IS OK. VALUE BLOCK 54 NUMBERS ARE J14P0330, NO FAULTS IN SYSTEM.
05/21/2009	10:22	ISSUE OPENED BY DEALERSHIP
05/21/2009	10:25	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/21/2009	10:25	CUSTOMER COMMENTS: CUSTOMER STATES ONLY ON TAKE OFF FROM A DEAD STOP IT WILL STUMBLE AND JERK, ALSO IN REVERSE, AT HIGHER SPEEDS IT IS OK. VALUE BLOCK 54 NUMBERS ARE J14P0330, NO FAULTS IN SYSTEM.
05/21/2009	10:25	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. MVB 54 IS J14.
05/21/2009	11:05	PARTS ARE ORDERED AND TICKET WILL BE REOPENED WHEN PARTS ARRIVE
05/26/2009	21:48	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	21:48	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455723	JETTA	2008	3VWRJ71K08M [REDACTED]	17321	3885	05/21/2009	USA

Workshop Finding

TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J08.

Activity Date	Activity Time	Activity Comments
05/21/2009	10:42	CUSTOMER STATES THAT WHEN TAKING OFF IN FIRST OR REVERSE (AUTOMATIC TRANNY) CAR SLIPS AND SLAMS INTO GEAR. I TEST DROVE VEHICLE AND IT SLAMS INTO 1ST GEAR REALLY HARD AND INTO REVERSE. ONCE CAR IS UP AND DRIVING IT DOWN SHIFTS AND UPSHIFTS FINE. I CHECKED FOR FAULTS VIA GFF AND NO FAULTS WERE FOUND. I BEFORED BASIC SETTINGS ON TRANNY CLUTCH'S AND ETC VIA GUIDED FUNCTIONS CARS STILL SLAMS INTO FIRST. I ALSO CHECKED FLUID AND ITS SMELLS GOOD AND LOOKS GOOD LEVEL IS OK AS WELL.
05/21/2009	10:42	ISSUE OPENED BY DEALERSHIP
05/21/2009	10:53	ADVISED THE TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.
05/21/2009	10:53	CUSTOMER COMMENTS: CUSTOMER STATES THAT WHEN TAKING OFF IN FIRST OR REVERSE (AUTOMATIC TRANNY) CAR SLIPS AND SLAMS INTO GEAR. I TEST DROVE VEHICLE AND IT SLAMS INTO 1ST GEAR REALLY HARD AND INTO REVERSE. ONCE CAR IS UP AND DRIVING IT DOWN SHIFTS AND UPSHIFTS FINE. I CHECKED FOR FAULTS VIA GFF AND NO FAULTS WERE FOUND. I BEFORED BASIC SETTINGS ON TRANNY CLUTCH'S AND ETC VIA GUIDED FUNCTIONS CARS STILL SLAMS INTO FIRST. I ALSO CHECKED FLUID AND ITS SMELLS GOOD AND LOOKS GOOD LEVEL IS OK AS WELL.
05/21/2009	10:53	WORKSHOP FINDINGS: TECH VERIFIED THE CONCERN. NO FAULTS IN THE ECM OR TCM. BASIC SETTINGS PERFORMED. MVB 54 IS J08.
05/21/2009	11:20	I HAVE ORDERED NEW MECH UNIT AND ETC. THANK YOU
05/26/2009	21:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
05/26/2009	21:47	ISSUE UPDATED

Consultant's Closing Comments

TECH TO REPLACE THE MECH UNIT, FLUID, FILTER AND BOLTS FOR THE MECH UNIT.

VW File Number	Model	Model Year	VIN	Vehicle Mileage	TREAD Part ID	Open Date	Sale Order Country
455779	JETTA	2009	3VWAL71K39M [REDACTED]	2068	3490	05/21/2009	USA

Workshop Finding

DSG NEUTRALIZES TCM 02E927770AJ 1914 MVB 64=104/153

Activity Date	Activity Time	Activity Comments
05/21/2009	11:26	CUSTOMER STATES WHEN DRIVING VEHICLE TRANS WILL GO INTO NUETRAL AND RPMS REV. AFTER DRIVING VEHICLE 110 MILES CUSTOMER COMPLAINT WAS VERIFIED. DRIVING AT 60 MILES PER HOUR VEHICLE BEGAN TO SLOW DOWN PRNDL ON THE MFD WAS FLASHING AND VEHICLE WOULD FREE REV WHILE GEAR SELECTOR WAS IN DRIVE. THERE ARE NO FAULTS IN ANY SYSTEM.
05/21/2009	11:26	ISSUE OPENED BY DEALERSHIP
05/21/2009	11:32	CUSTOMER COMMENTS: CUSTOMER STATES WHEN DRIVING VEHICLE TRANS WILL GO INTO NUETRAL AND RPMS REV. AFTER DRIVING VEHICLE 110 MILES CUSTOMER COMPLAINT WAS VERIFIED. DRIVING AT 60 MILES PER HOUR VEHICLE BEGAN TO SLOW DOWN PRNDL ON THE MFD WAS FLASHING AND VEHICLE WOULD FREE REV WHILE GEAR SELECTOR WAS IN DRIVE. THERE ARE NO FAULTS IN ANY SYSTEM.
05/21/2009	11:32	REPLACE THE G509, SET BASIC SETTINGS
05/21/2009	11:32	WORKSHOP FINDINGS: DSG NEUTRALIZES TCM 02E927770AJ 1914 MVB 64=104/153
05/27/2009	11:40	STILL WAITING ON PARTS
05/27/2009	14:05	ISSUE SENT TO DEALERSHIP
05/28/2009	18:41	P1 SPOKE TO MIKE IN VW SERVICE, VEHICLE IS HOLDING FOR PARTS.
06/01/2009	11:06	PARTS ORDERED STILL WAITNG
06/01/2009	11:35	ISSUE SENT TO DEALERSHIP
06/04/2009	16:11	VEHICLE HOLDING FOR PARTS
06/04/2009	16:21	ISSUE SENT TO DEALERSHIP
06/05/2009	16:09	PARTS REPLACED VEHICILE OPERATING CORRECTLY
06/05/2009	16:47	ISSUE CLOSED BY CONSULTANT - RESOLUTION SUPPLIED
06/05/2009	16:47	ISSUE UPDATED

Consultant's Closing Comments

PARTS REPLACED VEHICILE OPERATING CORRECTLY